

PRIME MINISTER'S OFFICE

South Block, New Delhi - 110 011

Please find enclosed a copy of Summary Record of Discussions of the meeting taken by the Principal Secretary to PM to review the progress of schemes/services using Aadhaar as identifier on 16.11.2017 at 01.00 PM, for further necessary action.

(Brijesh Pandey)
Deputy Secretary
Tel. 23013586

Cabinet Secretary
Foreign Secretary
Secretary, Ministry of Labour & Employment
Secretary, Department of Financial Services
Secretary, Department of Telecommunications,
Secretary, Department of Women and Child Development
Secretary, Department of Rural Development
Secretary, Department of School Education and Literacy
Secretary, Department of Food and Public Distribution
CEO, UIDAI
Additional Secretary (Coordination), Cabinet Secretariat

PMO ID no. 460/32/C/14/2016-ES.I

Dated: 24.11.2017

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ADG (AS-DT)

24 NOV 2017
C. R. SECTY

RoD of the meeting taken by the Pr. Secretary to PM to review the progress of schemes/ services using Aadhaar as identifier'.

Date: 16.11.2017

Time: 01.00 p.m.

Venue: PMO, South Block

List of the participants is **Annexed**.

2. A presentation was made by Addl. Secretary (Coordination), Cabinet Secretariat on the subject matter.

3. The **main points of discussion** and the decisions taken in the meeting are as under:

(i) There have been some teething issues and inconvenience caused in Aadhaar seeding in databases for DBT in Schemes and Services, after issue of Notifications under Aadhaar Act. It was, therefore, desired that the Department concerned should be conscious of these issues at the field level and take regular feedback to ensure their timely resolution.

(Action by: UIDAI)

(ii) It was observed that despite clear instructions issued through Aadhaar Notifications, there was some divergence in following the same at field level, particularly provisions dealing with cases not having Aadhaar number. The Notifications issued by the Government of India clearly indicate that the beneficiary should not be deprived of requisite benefits only for want of Aadhaar. Therefore, **Cabinet Secretary** was requested to look into the matter and issue clarification (if required) to State Governments and ensure proper implementation of Aadhaar notifications.

(Action by: DBT Mission, Cabinet Sectt.)

(iii) At times, there have been misconceptions about benefits of using Aadhaar in Government schemes and services and also procedure to be followed for Aadhaar seeding. Each Department should devise a proper communication strategy (print/electronic/social media) to reach out people at large and clearly state benefits and the procedure for Aadhaar seeding. The Departments may also issue advertisements in respect of their schemes as and when required.

(Action by: All the Departments)

(iv) The Aadhaar seeding in driving license database was found to be very poor. The Cabinet Secretariat should separately review the progress with MoRT&H for speeding up the progress.

(Action by: DBT Mission, Cab. Sectt./MoRTH)

(v) The Aadhaar seeding in Passport database was found to be far from being satisfactory. Even Notification to this effect has not been issued till date, which is pending for more than 6-months. MEA was requested to ensure issue of Aadhaar Notification within next **7-days** and speed up Aadhaar seeding.

(Action by: MEA)

(vi) MEA should also explore using OTP method for Aadhaar authentication to have least inconvenience to the passport holders/applicants. Since UID maintains biometric database in secure manner, the need for capturing biometric for passports by MEA may be re-examined. MEA should provide Aadhaar enrolment and update facilities in all PSKs.

(Action by: MEA / UIDAI)

(vii) D/o Food & Public Distribution should ensure that under no circumstances PDS be denied to any beneficiary for want of Aadhaar. The responsibility rests with Civil Supplies department that separate register of all beneficiaries is maintained and ration is issued to all such beneficiaries where Aadhaar authentication fails. Since online authentication may not be feasible in certain cases / areas, Department to work out alternative strategy including offline verification, DBT of subsidy in the bank account etc. The D/O Food and Public Distribution should carry out media campaign through electronic, print, and social media to make people aware the advantage of Aadhaar and options available for those who are not having Aadhaar or not able to authenticate.

(Action by: DoF&PD / DBT Mission/ Cab. Sectt.)

(viii) Secretary WCD and School Education raised the issue of Aadhaar enrolment for children below 18 years age group in Schools and AWW Centres. They informed that in-house enrolment facilities have been created to cover every anganwadi and school at least twice a year. UID may work in coordination with WCD and DSEL to ensure smooth transition in enrolment facility.

(Action by: WCD / DSEL / UIDAI)

(ix) DFS may ensure that OTP based seeding facility is provided by all banks and Aadhaar enrolment/ update facilities are provided in the identified bank branches by 31st Dec 2017. DFS and Banks may carry out media campaign to make people aware of these facilities.
(Action by: DFS / UIDAI)

(x) The real benefits of Aadhaar would accrue when de-duplication of database for removal of ghost and fake beneficiaries is done. The Departments should ensure that de-duplication is carried out on regular intervals. Each Department should also review and assess the actual advantages that have accrued on account of using Aadhaar as identifier.

(Action by: All the Departments / DBT Mission, Cab. Sectt.)

(xi) The Secretary, D/o School Education was requested to review the performance of using Aadhaar as identifier and also devise methodology for assessing benefits. A report is to be submitted by the Secretary, D/o School Education & Literacy, in consultation with important departments using Aadhaar number, to Cabinet Secretary in **4 weeks time**.

(Action by: Secretary, DoSEL / DBT Mission, Cabinet Sectt.)

(xii) The Hon'ble PM had desired that a mechanism should be devised to incentivise the States/Departments for effective use of Aadhaar as an identifier in Government schemes and services. As D/o Expenditure has not been able to finalise the mechanism, the **Cabinet Secretary** may review the matter to finalize mechanism within a month.
(Action by: DBT Mission, Cab. Secretariat / DoE)

(xiii) DBT Mission to complete Aadhaar based DBT in all identified schemes and to monitor roll out of DBT at State level in time-bound manner. The Cabinet Secretariat may also monitor the implementation of above decisions by Departments. If required, requisite instructions may be issued by the Cabinet Secretariat to all Departments/ State Governments.
(Action by: DBT Mission/ Cab Sectt.)

(xiv) Some of the Secretaries flagged that there may be number of schemes being implemented by the same Department having common

beneficiaries. It was desired that once Aadhaar authentication is done for a beneficiary in one scheme, the same can be used for the other schemes. This will ensure least inconvenience to beneficiaries. A **Committee of Secretaries** may look into the matter to devise protocol for reducing inconvenience to beneficiaries. **(Action by: Cab. Sectt.)**

The meeting ended with a vote of thanks to the chair.

List of participants:

1. Shri P. K. Sinha, Cabinet Secretary
2. Dr. S. Jaishankar, Foreign Secretary
3. Shri Rajiv Kumar, Secretary, D/o Financial Services
4. Ms. Aruna Sundararajan, Secretary, Telecommunications
5. Shri Rakesh Srivastava, Secretary, D/o WCD
6. Shri Amarjeet Sinha, Secretary, M/o Rural Development
7. Shri Anil Swarup, Secretary, D/o School Education & Literacy
8. Shri Ravi Kant, Secretary, D/o Food and PD
9. Ms. M. Sathiyavathy, Secretary, D/o Labour
10. Shri Ajay Bhushan Pandey, CEO, UIDAI
11. Dr. Inderjit Singh, Addl. Secretary (Coord.) Cabinet Secretariat
12. Dr. V.P. Joy, Central Provident Fund Commissioner, EPFO
13. Shri P.K. Mittal, Consultant, D/o Telecommunications
14. Shri Peeyush Srivastava, JS, DBT

From PMO:

1. Dr. P.K. Mishra, Addl. Principal Secretary to PM
2. Shri Tarun Bajaj, Addl. Secretary to PM
3. Shri Anurag Jain, Joint Secretary to PM
4. Ms. Debashree Mukherjee, Joint Secretary to PM
5. Shri Brijesh Pandey, Deputy Secretary

**Government of India
Ministry of Communications
Department of Telecommunications
(Access Services Wing)**

12th Floor, Sanchar Bhawan, 20 Ashoka Road, New Delhi – 110 001.

File No: 800-26/2016-AS.II

Dated: 01.12.2017

To

All Unified Licensees (having Access Service Authorization)/ Unified Access Services Licensees/ Cellular Mobile Telephone Service Licensees.

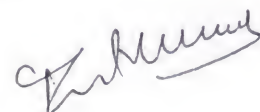
Subject: Procedure for re-verification of mobile connections in respect of Subscribers of foreign nationality/Non-resident Indians (NRIs)/Senior citizens/ Physically Challenged persons and IVRS based OTP authentication process for subscribers having mobile number registered with UIDAI - regarding

This is with reference to the instructions issued by this office letter(s) of even number dated 23.03.2017 & 23.10.2017 regarding re-verification of mobile subscribers through Aadhaar based E-KYC process.

2. Various representations of Non Resident Indians (NRIs)/Overseas Indians/Subscribers of foreign nationality have been received regarding difficulties being faced by them in re-verification of their Indian Mobile Connections through Aadhaar based E-KYC process as they neither possess Aadhaar nor eligible for Aadhaar enrolment. Further, representations from Senior Citizens/Physically Challenged/General Public have also been received regarding difficulties being faced by them in re-verification process due to various reasons.

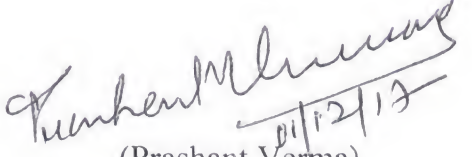
3. In light of these representations, various rounds of discussions were held with UIDAI and the Licensee(s) for easing out the problems/difficulties being faced by above mentioned category of subscribers. Accordingly, after taking into consideration the suggestions from UIDAI and the Licensees, the undersigned is directed to convey the approval of the competent authority that in partial modification of the instructions dated 23.10.2017, the Licensee shall use the detailed procedures as attached as Annexure with these instructions for re-verification of following category of subscribers as an alternative method of re-verification:

- i. Subscribers of Foreign Nationality and not having Aadhaar.
- ii. NRI Subscribers not having Aadhaar or his/her Aadhaar number does not have mobile number registered with UIDAI.



- iii. Senior Citizens above 70 years as on 01.01.2018 not having Aadhaar or his/her Aadhaar does not have mobile number registered with UIDAI or have Aadhaar but unable to do biometric authentication/ Physically Challenged persons.
- iv. IVRS based OTP authentication process for subscribers having mobile number registered with Aadhaar (not applicable to outstation subscribers).
4. The Licensee must ensure that the above mentioned category of subscribers shall be able to re-verify their mobile connections through these alternative methods by **01.01.2018**.
5. The Licensee shall use “**14546**” as the non-metered short code for IVRS based OTP based authentication process for re-verification of mobile subscribers (Reference: Letter no. 16-3/2013-AS-III dated 30.11.2017).

Encl.: As above.


(Prashant Verma)

ADG (AS-II)

Tele No.: 011-23354042/23036580

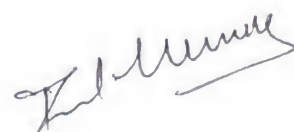
Copy to:

1. Secretary, MeitY, New Delhi.
2. Secretary, TRAI, New Delhi.
3. CEO, UIDAI, New Delhi.
4. DG (T), DoT HQ, New Delhi.
5. Advisor(s)/Sr. DDsG of TERM LSAs.
6. JS (IS-I), MHA, North Block, New Delhi.
7. JS (OTA-I), Ministry of External Affairs, New Delhi.
8. Director (AS-I)/Director(AS-III)/Director (AS-IV)/Director(AS-V)
9. COAI/AUSPI.

Annexure

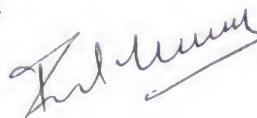
Procedure & Steps/ Work Flow for Re-verification along with e-CAF format for:

- i. Subscribers of Foreign Nationality and not having Aadhaar.
- ii. NRI Subscribers not having Aadhaar or his/her Aadhaar number does not have mobile number registered with UIDAI.
- iii. Senior Citizens above 70 years as on 01.01.2018 not having Aadhaar or his/her Aadhaar does not have mobile number registered with UIDAI or have Aadhaar but unable to do biometric authentication/ Physically Challenged persons.
- iv. IVRS based OTP authentication process for subscribers having mobile number registered with Aadhaar.



A. Procedure for re-verification of Subscriber of Foreign nationality not having Aadhaar

1. Subscriber visits TSP's outlet or TSP's representative visits the subscriber.
2. TSP's agent authenticates itself thorough Aadhaar based E-KYC process as per the current process for starting the re-verification process.
3. Subscriber gets a TSP initiated Authentication Code SMS (minimum 4 digits) at his/her mobile to verify that mobile is physically available with the subscriber.
4. After that, TSP's agent perform the following action:
 - a. Validates Authentication code.
 - b. Post authentication, Fills in all relevant information in the e-CAF.
 - c. Attach the scanned copy of Passport and VISA/OCI Card (relevant pages).
 - d. Captures 'live' photo of the subscriber.
5. After successful submission of CAF with details, another verification code is sent to subscriber by TSP and the Subscriber shares verification code along with the declaration that:
 - (A) *The information provided by me is correct.*
 - (B) *This OTP authentication can be treated as my signature.*
 - (C) *I am the existing user of mobile number and the SIM card of this mobile number is under my possession.*
6. After validation of the verification code, TSP's agent again authenticates itself along with declaration that "*I hereby confirm having seen the subscriber and the details provided by subscriber have been entered in the CAF by me. I have captured the photograph of the subscriber.*"
7. The e-CAF format is attached as **Annexure-I.**



**APPLICATION FORM FOR RE-VERIFIED MOBILE CONNECTION
FOR FOREIGN NATIONAL SUBSCRIBERS**

Unique Customer Application Form (CAI) No* - _____
Type of Connection*: Post-Paid/ Pre-Paid

Passport size
Photograph
(As clicked at
POS)

1. Name of the Subscriber* _____

1A: Subscriber Consent :

Declaration: By sharing OTP I hereby give my consent to verify mobile number _____.

OTP sent Details* : _____ Date* : _____ Time* : _____

2. Name of Father/Husband* _____

3. Gender*: Male/Female

4. Date of Birth*
(DD/MM/YYYY)

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5. Current Residential Address of subscriber in India*:

Address : _____

Pin Code -

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6. Permanent Address of subscriber (i.e. the address as per passport)*:

Address: _____

Country: _____

Pin Code

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7. Status of Subscriber*:- Foreign National

8. Nationality* _____

9. Passport Number*: _____

10. Visa type *: _____

11. Visa Number *: _____

Note: Photo copy/ scanned copy of relevant pages of documents in respect of S. No. 8 to 11 is to be uploaded by the TSP representative/subscriber.

12. Number of Mobile connections held in name of Applicant in India (Operator-wise)* -

13. E-mail address (if any): _____@_____

14. Alternate Contact numbers, if any: Home: _____ Business: _____ Mobile: _____

15. Profession of Subscriber: _____

Declaration by subscriber

- (A) The information provided by me is correct.
(B) This OTP authentication (provided by TSP) can be treated as my signature.
(C) I am the existing user of mobile number and the SIM card of this mobile number is under my possession.

TSP OTP code* (declaration): _____ Date* : _____ Time* : _____

Fields to be filled by Service Provider/Authorized representative

16. IMSI No.(Current)* - _____ 17. Existing Mobile Number *- _____

18. Point of sale code* - _____ 19. Point of Sale Name *: _____
(To be populated by Licensee) (To be populated by Licensee)

20. Point of sale agent name (As received from UIDAI)* _____

20A: Point of sale agent Aadhaar Number* (As received from UIDAI): _____

20B: Unique e-KYC response code along with date & time stamp received from UIDAI in respect of POS agent* (first time authentication initiating the E-KYC process)

Unique response code*: _____ Date* : _____ Time* : _____

21. Complete Address of Point of Sale* (To be populated by Licensee):

House No/Flat No _____ Street _____

Address/Village _____

Locality/ Tehsil _____

City/ District _____ State/UT _____

Pin Code -

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Declaration by POS*

(A) I hereby confirm having seen the subscriber and the details provided by subscriber have been entered in the CAF by me. I have captured the photograph of the subscriber.

(B) This biometric authentication can be treated as my signature.

Unique response code* (declaration): _____ Date* : _____ Time* : _____

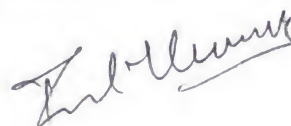
Note: * indicates mandatory fields

_____ 

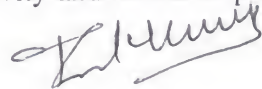
B. Procedure for re-verification of NRI Subscribers either not having Aadhaar OR his/her Aadhaar number does not have Mobile number (any) registered with UIDAI (Website Process):

1. Subscriber opens the Web portal of the TSP applicable for NRI only.
2. Subscriber enters his mobile number which is to be re-verified and declares that
 - (i) *I am an Indian National, however currently NRI*
 - (ii) *I do not have Aadhaar or my Aadhaar number does not have any Mobile number registered with UIDAI*
 - (iii) *The documents uploaded by me are authentic and if found forged, actions as per the law of the land should be applicable to me.*
3. TSP must ensure that the process will not proceed further if the above mentioned declaration is not entered by the subscriber.
4. TSP sends an Authentication code SMS (minimum 4 digit) to the mobile number to verify that mobile is physically available with the subscriber.
5. Subscriber submits the Authentication code provided by the TSP in the website.
6. TSP validates the Authentication code and let the subscriber proceed if the code matches. Else, an error message is displayed.
7. An e-CAF (attached as **Annexure-II**) will be displayed on portal to fill the below mentioned details:
 - a. Name of the subscriber (as appearing in the Passport).
 - b. Father's/Husband's Name
 - c. DoB
 - d. Gender
 - e. Indian Passport Number
 - f. Address (as in Passport)
 - g. Local Address in the foreign country
 - h. Email Address
 - i. Address of current stay
 - j. Type of VISA
 - k. VISA number
 - l. VISA validity
 - m. Date of last exit from India
 - Subscriber to upload the copy of Passport (Relevant pages, clearly showing the details of fields - a, b, c, d, e, f above).
 - Subscriber to upload copy of the current VISA/Green Card for USA or equivalent for other countries & last exit stamp (clearly showing j,k,l,m)
 - Subscriber to upload latest colored photograph

Thereafter, the Subscriber to click on submit button after the declaration – "I am certifying that all the above information filed by me in the CAF are correct"



8. TSP sends a unique "transaction id" of alphanumeric of 8 characters (valid for 48 hours) to the subscriber which will be shared by him/her with the Trusted person having Aadhaar and registered number.
9. The Trusted person uses this "transaction id" to initiate his OTP based authentication Aadhaar e-KYC process :
 - i. The Trusted person opens the Web portal of the TSP and enters "transaction id" and NRI subscriber's mobile number which is to be re-verified on TSP's website.
 - ii. If "transaction id" and mobile number of the subscriber is verified, subscriber details such as name, photo and mobile number to be verified are made displayed on the portal to the Trusted person and asked to confirm if he/she wants to verify subscriber's mobile number using his Aadhaar number and obtains consent as per Aadhaar Act.
 - iii. The Trusted person enters his/her Aadhaar number and TSP (within its own system) checks if he/she has not re-verified mobile connections of more than 5 subscribers including all viz., NRI, Senior Citizen, Physically Challenged. If the Trusted person is trying to re-verify the 6th subscriber, a message is displayed that *"You have already given your consent as trusted person for 5 Subscriber"* and TSP then stop the process while intimating the subscriber to share the transaction id with other Trusted person. If the trusted person has not exceeded the limit of 5 subscribers, TSP can proceed further.
 - iv. TSP sends the Aadhaar OTP request to UIDAI.
 - v. UIDAI sends the OTP to the registered mobile number of The Trusted person and sends confirmation to the TSP along with last 4 digits of the registered mobile number.
 - vi. TSP displays the message on the web portal that Aadhaar OTP has been sent to the registered mobile number of The Trusted person (display the last 4 digits of the registered mobile number as received from UIDAI).
 - vii. The Trusted person enters the Aadhaar OTP (6 digit) on TSP's website.
 - viii. TSP sends the OTP entered by Trusted person to UDIAI and if the OTP matches, then e-KYC details are fetched from UIDAI by TSP. If the OTP does not match then an error message is displayed on the Web portal by TSP.
10. On receipt of e-KYC details from UIDAI, TSP shall store the same in the CAI and shall send confirmation SMS to the subscriber as well as The Trusted person stating that *"the process has been completed and we will take 96 hours to confirm back if mobile number (only last four digits XXXX) has been re-verified after checking all details and the uploaded documents"*. In case of any information not filed completed and/or if any uploaded document is incorrect/unreadable/mismatch with the filed fields, the TSP will inform the subscriber accordingly through SMS.
11. In such case where TSP rejects the re-verification, the subscriber will be informed via SMS about the reason of rejection and the subscriber has to start the complete process again.
12. In case the Aadhaar details or other information provided by the subscriber is found to be incorrect and misuse, it may be treated as a fraudulent activity and action as per Aadhaar Act, 2016 and other relevant laws may be taken.



**APPLICATION FORM FOR RE-VERIFIED MOBILE CONNECTION
NRI SUBSCRIBERS (WEBSITE PROCESS)**

Unique Customer Application Form (CAF) No* - _____

Type of Connection*: Post-Paid/ Pre-Paid

Passport size
Photograph
(As uploaded
by subscriber)

1. Name of the Subscriber* _____
(As entered by subscriber)

1A: Consent of NRI subscriber*:

- I am an Indian National, however currently NRI ☐
- I do not have Aadhaar ☐

or

My Aadhaar does not have any Mobile number registered with UIDAI ☐

- The documents uploaded by me are authentic and if found forged, actions as per the law of the land should be applicable to me ☐

Note: Please Tick appropriate option. Clicking an option will amount to certificate by the subscriber.

2. Name of Father/Husband*(As entered by subscriber) _____

3. Gender*: Male/Female

(As entered by subscriber)

4. Date of Birth* _____

DD/MM/YYYY)

(As entered by subscriber)

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5. Subscriber Address* (As per Passport):

Address: _____

Pin Code -

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6. Foreign Address of subscriber (i.e. the address where subscriber is currently residing)*:

Address: _____

Country: _____

Pin/Zip

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Code

7. Status of Subscriber*(By TSP):- NRI

8. Nationality* (As entered by subscriber)

9. Passport Number* (As entered by subscriber):

10. Visa Number* (As entered by subscriber):

11. Visa Type* (As entered by subscriber):

12. Visa Validity* (As entered by subscriber):

13. Date of last exit from India* (As entered by subscriber):

Note: Photo copy/ scanned copy of relevant pages of documents in respect of S.No. 9 to 13 is to be uploaded by the subscriber

14. Number of Mobile connections held in name of Applicant in India (Operator-wise)* -

15. E-mail address (if any): _____@_____

16. Alternate Contact numbers, if any: Home _____ Business _____ Mobile _____

17. Profession of Subscriber: _____ 18. PAN/GIR: _____

Declaration by subscriber

(A) The information provided by me in my respect is correct.

(B) I am the existing user of mobile number and the SIM card of this mobile number is under my possession.

Transaction Id* (issued by Licensee): _____ Date* : _____ Time* : _____

19. Details (Name, Address and Aadhaar number) of Trusted Person* (As received from UIDAI)

Name of Trusted Person* _____
Address of Trusted Person* _____
Aadhaar number of Trusted Person* _____
DOB* _____
Gender* _____

Passport size
Photograph
(As received
from UIDAI)

Declaration by Trusted person

- I. The user of mobile number is known to me.
II. I hereby give my consent to verify mobile number _____ possessed by _____ (Name of subscriber). This should be considered as my consent for authentication through UIDAI under Aadhaar Act, 2016 & rules/regulations made under the said Act.

Unique response code* : _____ Date* : _____ Time* : _____

Fields to be filled by Service Provider/Authorized representative

20. IMSI No.* - _____

21. Existing Mobile Number *- _____

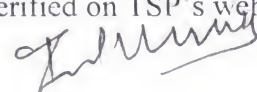
Note: * indicates mandatory fields

C. Procedure of re-verification for Senior Citizen subscribers (above 70 years) either not having Aadhaar OR his/her Aadhaar number does not have Mobile number (any) registered with UIDAI OR his fingerprints are worn out/ Physically Challenged

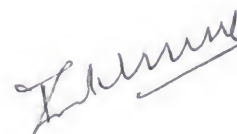
1. Subscriber opens the Web portal of the TSP.
2. Subscriber enters his mobile number which is to be re-verified and declares that
 - (i) *I am an Indian National and having age more than 70 years as on 01.01.2018 or am physically challenged person.*
 - (ii) *I do not have Aadhaar or my Aadhaar number does not have any Mobile number registered with UIDAI or my fingerprints are worn out or have Aadhaar but unable to do biometric authentication.*
 - (iii) *The documents uploaded by me are authentic and if found forged, actions as per the law of the land should be applicable to me.*
3. TSP must ensure that the process will not proceed further if the above mentioned declaration is not entered by the subscriber.
4. TSP sends an Authentication code SMS (minimum 4 digit) to the mobile number to verify that mobile is physically available with the subscriber.
5. Subscriber submits the Authentication code provided by the TSP on the website.
6. TSP validates the Authentication code and let the subscriber proceed if the code matches. Else, an error message is displayed.
7. An e-CAF (attached as **Annexure-III**) to display on portal to fill the below mentioned details:
 - a. Name
 - b. Father's/Husband's Name
 - c. DoB
 - d. Gender
 - e. Address
 - f. Photo Id details having Date of Birth/Year of birth
 - g. Email Address (optional)
 - Subscriber to upload latest colored photograph
 - Subscriber to upload one Government Photo Id proof having Date of Birth to establish the age (in case of Senior Citizens)
 - Subscriber to upload one certificate of physically challenged (in case of Physically Challenged person)

Subscriber to click on submit button AFTER the declaration – “I am certifying that all the information filed by me in the CAF are correct”

8. TSP sends a unique “transaction id” of alphanumeric of 8 characters (valid for 48 hours) to the subscriber which will be shared by him/her with the Trusted person having Aadhaar and registered number.
9. The Trusted person uses this “transaction id” to initiate his OTP based authentication Aadhaar e-KYC process:
 - i. The Trusted person opens the Web portal of the TSP and enters “transaction id” and subscriber’s mobile number which is to be re-verified on TSP’s website.



- ii. If "transaction id" and mobile number of the subscriber is verified, subscriber details such as name, photo and mobile number to be verified are made displayed on the portal to the Trusted person and asked to confirm if he/she wants to verify subscriber's mobile number using his Aadhaar number after obtaining his consent under the Aadhaar Act.
 - iii. The Trusted person enters his/her Aadhaar number and TSP (within its own system) checks if he/she has not re-verified mobile connections of more than 5 subscribers including all viz., NRI, Senior Citizen, Physically Challenged. If the Trusted person is trying to re-verify the 6th subscriber, a message is displayed that "*You have already given your consent as trusted person for 5 Subscriber*" and TSP then stop the process while intimating the subscriber to share the transaction id with other Trusted person. If the trusted person has not exceeded the limit of 5 subscribers, TSP can proceed further.
 - iv. TSP sends the Aadhaar OTP request to UIDAI.
 - v. UIDAI sends the OTP to the registered mobile number of the Trusted person and sends confirmation to the TSP along with last 4 digits of the registered mobile number.
 - vi. TSP displays the message on the web portal that Aadhaar OTP has been sent to the registered mobile number of the Trusted person (displays the last 4 digits of the registered mobile number as received from UIDAI).
 - vii. The Trusted person enters the Aadhaar OTP (6 digit) on TSP's website.
 - viii. TSP sends the OTP entered by Trusted person to UDIAI and if the OTP matches, then e-KYC details are fetched from UIDAI by TSP. If the OTP does not match then an error message is displayed on the Web portal by TSP.
10. On receipt of e-KYC details from UIDAI, TSP shall store the same in the CAF and shall the send confirmation SMS to the subscriber as well as The Trusted person stating that "*the process has been completed and we will take 96 hours to confirm back if mobile number (only last four digits XXXX) has been re-verified after checking all details and the uploaded documents*". In case of any information not filled completely and/or if any uploaded document is incorrect/unreadable/mismatch with the filed fields, the TSP will inform the subscriber accordingly through SMS.
11. In such case where TSP rejects the re-verification, the subscriber will be informed via SMS about the reason of rejection and the subscriber has to start the complete process again.
12. In case the Aadhaar details or other information provided by the subscriber is found to be incorrect/misuse, it may be treated as a fraudulent activity and action as per Aadhaar Act. 2016 and other relevant laws may be taken.



APPLICATION FORM FOR RE-VERIFIED MOBILE CONNECTION
SENIOR CITIZEN (above 70 years as on 1st January 2018)/PHYSICALLY
CHALLENGED PERSON (WEBSITE PROCESS)

Unique Customer Application Form (CAF) No* - _____
Type of Connection*: Post-Paid/ Pre-Paid

Passport size
Photograph
(As uploaded
by subscriber)

1. Name of the Subscriber* _____
(As entered by subscriber)
2. Consent of subscriber*:
 - I am an Indian National ☐
Having age more than 70 years as on 01.01.2018 ☐
Or
Physically Challenged ☐
 - I do not have Aadhaar ☐
or
My Aadhaar does not have any Mobile number registered with UIDAI ☐
Or
I have Aadhaar but unable to do biometric authentication ☐
 - The documents uploaded by me are authentic and if found forged, actions as per the law of the land should be applicable to me ☐

Note: Please tick appropriate box.

3. Name of Father/Husband* (As entered by subscriber) _____
4. Gender*: Male/Female _____
(As entered by subscriber)
5. Date of Birth* _____
(DD/MM/YYYY)
(As entered by subscriber)
6. Subscriber Address* (as entered by subscriber):
Address: _____
Pin Code - _____
7. Status of Subscriber* (By TSP):- Individual/Outstation
8. Nationality* (As entered by subscriber) _____
9. POI Details * (As entered by subscriber with photograph & Date of Birth):
9A: POI Type _____ 9B: POI Number _____
10. Number of Mobile connections held in name of Applicant (Operator-wise)* - _____
11. E-mail address (if any): _____@_____

[Signature]

12. Alternate Contact numbers, if any: Home: _____ Business _____ Mobile _____
13. Profession of Subscriber : _____ 17. PAN/GIR: _____

Declaration by subscriber

- (A) The information provided by me in my respect is correct.
- (B) I am the existing user of mobile number and the SIM card of this mobile number is under my possession.

Transaction Id* (issued by Licensee): _____ Date* : _____ Time* : _____

14. Details (Name, Address and Aadhaar number) of Trusted Person* (As received from UIDAI)

Name of Trusted Person* _____
Address of Trusted Person* _____
Aadhaar number of Trusted Person* _____
DOB* _____
Gender* _____

Passport size
Photograph
(As received
from UIDAI)

Declaration by Trusted person

- (A) The user of mobile number is known to me.
- (B) I hereby give my consent to verify mobile number _____ possessed by _____ (Name of subscriber). This should be considered as my consent for authentication through UIDAI under Aadhaar Act, 2016 and rules/regulations made under the said Act.

Unique response code* : _____ Date* : _____ Time* : _____

Fields to be filled by Service Provider/Authorized representative

15. IMSI No.* - _____
16. Existing Mobile Number *- _____

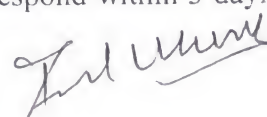
Note: * indicates mandatory fields



D. Procedure for re-verification of IVRS based OTP authentication process for subscribers having mobile number registered with Aadhaar (not applicable to Outstation subscribers):

Method - Mobile re-verification through IVR:

- i. Subscriber calls the TSP IVR through the mobile number that needs to be re-verified.
- ii. The IVR language should be in English, Hindi and other regional languages of the respective state/circles. This should be selected by pressing digits as indicated through IVR.
- iii. IVR gives the option of selection of nationality i.e. Indian or Others. In case of others, IVR process stops and subscriber is advised to follow the procedure prescribed for foreign nationals.
- iv. IVR plays a message that *"I hereby give my consent to verify my mobile number and this should be considered as my consent for demographic authentication through UIDAI under Aadhaar Act 2016"*. The subscriber presses the required digit to give the consent. If the subscriber gives his/her consent, IVR process proceeds further and the subscriber is asked to enter Aadhaar number.
- v. TSP sends the Aadhaar number to UIDAI and UIDAI checks whether if there is any mobile number registered with that Aadhaar number. If yes, then an OTP is sent by UIDAI to registered mobile number and IVRS process proceeds further. If not, an error message is played.
- vi. OTP is received on the Aadhaar registered mobile and consent message is played on through IVRS to subscriber by TSP that:
 - *"I am the existing user of mobile number _____ and the SIM card of this mobile number is under my possession.*
 - *By sharing of Aadhaar OTP, I hereby give my consent to fetch my name, Date of Birth, Address, Gender, Photo from UIDAI to verify my mobile number.*
 - *This OTP authentication can be treated as my signature."*
- vii. Subscriber enters the OTP received from UIDAI on the IVRS. TSP sends the OTP entered by subscriber to the UIDAI and if OTP matches, then e-KYC details are fetched from UIDAI by TSP. If the OTP does not match then an error message is played by IVRS.
- viii. IVR gives the option to the subscriber of sequentially keying the details of other alternate mobile numbers, if any, count-wise and number-wise.
- ix. A message intimating that *"the re-verification process of your mobile number has been initiated successfully"* is played through IVRS and also transmitted to the subscriber's mobile number.
- x. After completion of above process, before updating or overwriting the subscriber's details in database with data received through above process, the TSPs shall seek confirmation from subscriber about the re-verification of his/her mobile number after 24 Hours through SMS. If the subscriber does not respond within 3 daylight hours to



SMS, the TSP shall treat re-verification as positive and overwrite the subscriber database by received this process.

xi. For the above process, TSPs need to ensure:

- the security of voice channels.
- that the entire process above is automated and there is no human intervention anywhere.
- security is provided at par with security of banking transactions through IVR.
- that there are internal robust security measures to protect Aadhaar information from unauthorized access, e.g. the application that interacts with the IVR should mask / encrypt the Aadhaar number as soon as it is received by the application.
- that The Aadhaar number is not accessible to TSPs call center or CRM executives.

The e-CAF format in this OTP based process is attached as Annexure-IV.



**APPLICATION FORM FOR REVERIFICATION
USING OTP PROCESS (IVRS) FOR LOCAL SUBSCRIBER**

Unique Customer Application Form (CAF) No* - _____
Aadhaar Number of Subscriber* (As provided by Subscriber in IVRS): _____
Type of Connection*: Post-Paid/ Pre-Paid
Mode of Re-Verification: IVRS

Passport size
Photograph
(As received
from UIDAI)

1. Name of the Subscriber* _____
(As received from UIDAI)

1A: Subscriber Consent

Unique e-KYC OTP communication response code (OTP sent confirmation) along with date & time stamp received from UIDAI in respect of subscriber*

Declaration: By sharing Aadhaar number I hereby give my consent to verify my mobile number. This should be considered as my consent for demographic authentication through UIDAI under Aadhaar Act, 2016 and rules/regulations made under the said Act, to verify my mobile number.

Unique response code*: _____ Date* : _____ Time* : _____

2. Name of Father/Husband/Daughter/Son* _____ (as received from UIDAI, if any)

4. Gender*: Male/Female

(As received from UIDAI)

5. Date of Birth* _____

(DD/MM/YYYY)

(As received from UIDAI)

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6. Complete Local Residential Address * (as received from UIDAI):

Address:

Pin Code -

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7. Status of Subscriber*:- Individual

8. National ty*: Indian/Other (as declared by subscriber during the IVRS Call)

9. Details of Mobile connections held in name of Applicant * - _____ (as declared by subscriber during the IVRS Call)

Declaration by subscriber

- (A) I am the existing user of mobile number _____ and the SIM card of this mobile number is under my possession.
- (B) By sharing of Aadhaar OTP, I hereby give my consent to fetch my name, Date of Birth, Address, Gender, Photo from UIDAI, under Aadhaar Act, 2016 and rules/regulations made under the said Act, to verify my mobile number.
- (C) This OTP authentication can be treated as my signature

Unique response code* (declaration): _____ Date* : _____ Time* : _____

Fields to be filled by Service Provider/Authorized representative

10. IMSI No.*(current) - _____ 11. Existing Mobile Number *- _____

Note: * indicates mandatory fields



Annexure

Procedure & Steps/ Work Flow for Re-verification along with e-CAF format for:

- i. Customers of Foreign Nationality and not having Aadhaar.**
- ii. NRI Customers not having Aadhaar or his/her Aadhaar number does not have mobile number registered with UIDAI.**
- iii. Senior Citizens above 70 years as on 01.01.2018 not having Aadhaar or his/her Aadhaar does not have mobile number registered with UIDAI or have Aadhaar but unable to do biometric authentication/ Physically Challenged persons.**
- iv. IVRS based OTP authentication process for subscribers having mobile number registered with Aadhaar.**

A. Procedure for re-verification of Customer of Foreign nationality not having Aadhaar

1. Customer visits TSP's outlet or TSP's representative visits the customer.
2. TSP's agent authenticates itself through Aadhaar E-KYC process as per the current process for starting the re-verification process.
3. Customer gets a TSP initiated Authentication Code SMS (minimum 4 digits) at his/her mobile (current process) to verify that mobile is physically available with the customer.
4. After that, TSP's agent performs the following action:
 - a. Validates Authentication code.
 - b. Post authentication, Fills in all relevant information in the e-CAF.
 - c. Attach the scanned copy of Passport and VISA/OCI Card (relevant pages).
 - d. Captures 'live' photo of the customer.
5. After successful submission of CAF with details, another verification code is sent to customer by TSP and the Customer shares verification code along with the declaration that:
 - (A) *The information provided by me is correct.*
 - (B) *This OTP authentication can be treated as my signature.*
 - (C) *I am the existing user of mobile number and the SIM card of this mobile number is under my possession.*
6. After validation of the verification code, TSP's agent again authenticates itself along with declaration that: *"I hereby confirm having seen the customer and the details provided by subscriber have been entered in the CAF by me. I have captured the photograph of the subscriber."*
7. The e-CAF format is attached as **Annexure-I.**

Annexure-I
DRAFT

**APPLICATION FORM FOR RE-VERIFIED MOBILE CONNECTION
FOR FOREIGN NATIONAL CUSTOMERS**

Unique Customer Application Form (CAF) No* - _____
Type of Connection*: Post-Paid/ Pre-Paid

Passport size
Photograph
(As clicked at
POS)

1. Name of the Subscriber* _____

1A: Subscriber Consent :

Declaration: By sharing OTP I hereby give my consent to verify mobile number _____.

OTP sent Details* : _____ Date* : _____ Time* : _____

2. Name of
Father/Husband* _____

3. Gender*: Male/Female

4. Date of Birth*
(DD/MM/YYYY)

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5. Current Residential Address of subscriber in India*:

Address : _____

Pin Code -

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6. Permanent Address of subscriber (i.e. the address as per passport)*:

Address _____

Country _____

Pin Code

--	--	--	--	--	--

7. Status of Subscriber*:- Foreign National

8. Nationality* _____

9. Passport Number*: _____

10. Visa type *: _____

11. Visa Number *: _____

Note: Photo copy/ scanned copy of relevant pages of documents in respect of S. No. 9 to 11 is to be uploaded by the TSP representative/subscriber

12. Number of Mobile connections held in name of Applicant in India (Operator-wise)* -

13. E-mail address (if any): _____@_____

14. Alternate Contact numbers, if any: Home: _____ Business _____ Mobile _____

15. Profession of Subscriber: _____

Declaration by subscriber

- (A) The information provided by me is correct.
- (B) This OTP authentication (provided by TSP) can be treated as my signature.
- (C) I am the existing user of mobile number and the SIM card of this mobile number is under my possession.

TSP OTP code* (declaration): _____ Date* : _____ Time* : _____

Fields to be filled by Service Provider/Authorized representative

16. IMSI No.(Current)* - _____ 17. Existing Mobile Number *-

18. Point of sale code* - _____ 19. Point of Sale Name *: _____
(To be populated by Licensee) (To be populated by Licensee)

20. Point of sale agent name (As received from UIDAI)* _____

20A: Point of sale agent Aadhaar Number* (As received from UIDAI):

20B: Unique e-KYC response code along with date & time stamp received from UIDAI in
respect of POS agent* (First time authentication initiating the E-KYC process)

Unique response code*: _____ Date* : _____ Time* : _____

21. Complete Address of Point of Sale* (To be populated by Licensee):

House No/Flat No _____ Street _____
Address/Village _____
Locality/ Tehsil _____
City/ District _____ State/UT _____

Pin Code -

--	--	--	--	--	--

Declaration by POS*

- (A) I hereby confirm having seen the customer and the details provided by subscriber have been entered in the CAF by me. I have captured the photograph of the subscriber.
- (B) This biometric authentication can be treated as my signature.

Unique response code* (declaration): _____ Date* : _____ Time* : _____

Note: * indicates mandatory fields

B. Procedure for re-verification of NRI Customers either not having Aadhaar OR his/her Aadhaar number does not have Mobile number (any) registered with UIDAI (Website Process):

1. Customer opens the Web portal of the TSP applicable for NRI only.
2. Customer enters his mobile number which is to be re-verified and declares that
 - (i) *I am an Indian National, however currently NRI*
 - (ii) *I do not have Aadhaar or my Aadhaar number does not have any Mobile number registered with UIDAI*
 - (iii) *The documents uploaded by me are authentic and if found forged, actions as per the law of the land should be applicable to me.*
3. TSP must ensure that the process will not proceed further if the above mentioned declaration is not entered by the customer.
4. TSP sends an Authentication code SMS (minimum 4 digit) to the mobile number to verify that mobile is physically available with the customer.
5. Customer submits the Authentication code provided by the TSP in the website.
6. TSP validates the Authentication code and let the customer proceed if the code matches. Else, an error message is displayed.
7. An e-CAF (attached as **Annexure-II**) will be displayed on portal to fill the below mentioned details:
 - a. Name of the customer (as appearing in the Passport).
 - b. Father's/Husband's Name
 - c. DoB
 - d. Gender
 - e. Indian Passport Number
 - f. Address (as in Passport)
 - g. Local Address in the foreign country
 - h. Email Address
 - i. Address of current stay
 - j. Type of VISA
 - k. VISA number
 - l. VISA validity
 - m. Date of last exit from India
 - Customer to upload the copy of Passport (Relevant pages, clearly showing the details of fields - a, b, c, d, e, f above).
 - Customer to upload copy of the current VISA/Green Card for USA or equivalent for other countries & last exit stamp (clearly showing j,k,l,m)
 - Customer to upload latest colored photograph

Thereafter, the Customer to click on submit button after the declaration – “I am certifying that all the above information filed by me in the CAF are correct”

8. TSP sends a unique “transaction id” of alphanumeric of 8 characters (valid for 48 hours) to the customer which will be shared by him/her with the Trusted person having Aadhaar and registered number.

9. The Trusted person uses this “transaction id” to initiate his OTP based authentication Aadhaar e-KYC process :
- i. The Trusted person opens the Web portal of the TSP and enters “transaction id” and NRI customer’s mobile number which is to be re-verified on TSP’s website.
 - ii. If “transaction id” and mobile number of the customer is verified, customer details such as name, photo and mobile number to be verified are made displayed on the portal to the Trusted person and asked to confirm if he/she wants to verify customer’s mobile number using his Aadhaar number and obtains consent as per Aadhaar Act.
 - iii. The Trusted person enters his/her Aadhaar number and TSP (within its own system) checks if he/she has not re-verified mobile connections of more than 5 customers including all viz., NRI, Senior Citizen, Physically Challenged. If the Trusted person is trying to re-verify the 6th customer, a message is displayed that “*You have already given your consent as trusted person for 5 Customer*” and TSP then stop the process while intimating the customer to share the transaction id with other Trusted person. If the trusted person has not exceeded the limit of 5 customers, TSP can proceed further.
 - iv. TSP sends the Aadhaar OTP request to UIDAI.
 - v. UIDAI sends the OTP to the registered mobile number of The Trusted person and sends confirmation to the TSP along with last 4 digits of the registered mobile number.
 - vi. TSP displays the message on the web portal that Aadhaar OTP has been sent to the registered mobile number of The Trusted person (display the last 4 digits of the registered mobile number as received from UIDAI).
 - vii. The Trusted person enters the Aadhaar OTP (6 digit) on TSP’s website.
 - viii. TSP sends the e-KYC Authentication request to UIDAI.
10. On receipt of e-KYC details from UIDAI, TSP shall store the same in the CAF and shall the send confirmation SMS to the customer as well as The Trusted person stating that “*the process has been completed and we will take 96 hours to confirm back if mobile number (only last four digits XXXX) has been re-verified after checking all details and the uploaded documents*”. In case of any information not filed completed and/or if any uploaded document is incorrect/unreadable/mismatch with the filed fields, the TSP will inform the customer accordingly through SMS.
11. In such case where TSP rejects the re-verification, the customer will be informed via SMS about the reason of rejection and the customer has to start the complete process again.
12. In case the Aadhaar details or other information provided by the customer is found to be incorrect and misuse, it may be treated as a fraudulent activity and action as per Aadhaar Act, 2016 and other relevant laws may be taken.

ANNEXURE-II

DRAFT

**APPLICATION FORM FOR RE-VERIFIED MOBILE CONNECTION
NRI CUSTOMERS (WEBSITE PROCESS)**

Unique Customer Application Form (CAF) No* - _____
Type of Connection*: Post-Paid/ Pre-Paid

Passport size
Photograph
(As uploaded
by subscriber)

1. Name of the Subscriber* _____
(As entered by subscriber)

1A: Consent of NRI subscriber*:

- I am an Indian National, however currently NRI ☐
- I do not have Aadhaar ☐

or

My Aadhaar does not have any Mobile number registered with UIDAI ☐

- The documents uploaded by me are authentic and if found forged, actions as per the law of the land should be applicable to me ☐

Note: Please Tick appropriate option. Clicking an option will amount to certificate by the customer.

2. Name of Father/Husband*(As entered by subscriber) _____

3. Gender*: Male/Female

(As entered by subscriber)

4. Date of Birth* _____

DD/MM/YYYY

(As entered by subscriber)

5. Subscriber Address* (As per Passport):

Address: _____

Pin Code -

--	--	--	--	--	--	--	--

6. Foreign Address of subscriber (i.e. the address where subscriber is currently residing)*:

Address: _____

Country: _____

Pin/Zip

--	--	--	--	--	--	--	--

Code

7. Status of Subscriber*(By TSP):- NRI

8. Nationality* (As entered by subscriber)

9. Passport Number* (As entered by subscriber):

10. Visa Number* (As entered by subscriber):

11. Visa Type* (As entered by subscriber):

12. Visa Validity* (As entered by subscriber):

13. Date of last exit from India* (As entered by subscriber):

Note: Photo copy/ scanned copy of relevant pages of documents in respect of S.No. 9 to 13 is to be uploaded by the subscriber

14. Number of Mobile connections held in name of Applicant in India (Operator-wise)* -

15. E-mail address (if any): _____@_____

16. Alternate Contact numbers, if any: Home _____ Business _____ Mobile _____

17. Profession of Subscriber: _____ 17. PAN/GIR: _____

Declaration by subscriber

(A) The information provided by me in my respect is correct.

(B) I am the existing user of mobile number and the SIM card of this mobile number is under my possession.

Transaction Id* (issued by Licensee): _____ Date* : _____ Time* : _____

18. Details (Name, Address and Aadhaar number) of Trusted Person* (As received from UIDAI)

Name of Trusted Person* _____

Address of Trusted Person* _____

Aadhaar number of Trusted Person* _____

DOB* _____

Gender* _____

Passport size
Photograph
(As received
from UIDAI)

Declaration by Trusted person

I. The user of mobile number is known to me.

II. I hereby give my consent to verify mobile number _____ possessed by _____ (Name of customer). This should be considered as my consent for authentication through UIDAI under Aadhaar Act, 2016 & rules/regulations made under the said Act.

Unique response code* : _____ Date* : _____ Time* : _____

Fields to be filled by Service Provider/Authorized representative

19. IMSI No.* - _____

20. Existing Mobile Number *- _____

Note: * indicates mandatory fields

C. Procedure of re-verification for Senior Citizen customers (above 70 years) either not having Aadhaar OR his/her Aadhaar number does not have Mobile number (any) registered with UIDAI OR his fingerprints are worn out/ Physically Challenged

1. Customer opens the Web portal of the TSP.
2. Customer enters his mobile number which is to be re-verified and declares that
 - (i) *I am an Indian National and having age more than 70 years as on 01.01.2018 or am physically challenged person.*
 - (ii) *I do not have Aadhaar or my Aadhaar number does not have any Mobile number registered with UIDAI or my fingerprints are worn out or have Aadhaar but unable to do biometric authentication.*
 - (iii) *The documents uploaded by me are authentic and if found forged, actions as per the law of the land should be applicable to me.*
3. TSP must ensure that the process will not proceed further if the above mentioned declaration is not entered by the customer.
4. TSP sends an Authentication code SMS (minimum 4 digit) to the mobile number to verify that mobile is physically available with the customer.
5. Customer submits the Authentication code provided by the TSP in the website.
6. TSP validates the Authentication code and let the customer proceed if the code matches. Else, an error message is displayed.
7. An e-CAF (attached as **Annexure-III**) to display on portal to fill the below mentioned details:
 - a. Name
 - b. Father's/Husband's Name
 - c. DoB
 - d. Gender
 - e. Address
 - f. Photo Id details having Date of Birth/Year of birth
 - g. Email Address (optional)
 - Customer to upload latest colored photograph
 - Customer to upload one Government Photo Id proof having Date of Birth to establish the age (in case of Senior Citizens)
 - Customer to upload one certificate of physically challenged (in case of Physically Challenged person)

Customer to click on submit button AFTER the declaration – “I am certifying that all the information filed by me in the CAF are correct”

8. TSP sends a unique “transaction id” of alphanumeric of 8 characters (valid for 48 hours) to the customer which will be shared by him/her with the Trusted person having Aadhaar and registered number.
9. The Trusted person uses this “transaction id” to initiate his OTP based authentication Aadhaar e-KYC process:
 - i. The Trusted person opens the Web portal of the TSP and enters “transaction id” and customer's mobile number which is to be re-verified on TSP's website.

- ii. If “transaction id” and mobile number of the customer is verified, customer details such as name, photo and mobile number to be verified are made displayed on the portal to the Trusted person and asked to confirm if he/she wants to verify customer’s mobile number using his Aadhaar number after obtaining his consent under the Aadhaar Act.
 - iii. The Trusted person enters his/her Aadhaar number and TSP (within its own system) checks if he/she has not re-verified mobile connections of more than 5 customers including all viz., NRI, Senior Citizen, Physically Challenged. If the Trusted person is trying to re-verify the 6th customer, a message is displayed that “*You have already given your consent as trusted person for 5 Customer*” and TSP then stop the process while intimating the customer to share the transaction id with other Trusted person. If the trusted person has not exceeded the limit of 5 customers, TSP can proceed further.
 - iv. TSP sends the Aadhaar OTP request to UIDAI.
 - v. UIDAI sends the OTP to the registered mobile number of the Trusted person and sends confirmation to the TSP along with last 4 digits of the registered mobile number.
 - vi. TSP displays the message on the web portal that Aadhaar OTP has been sent to the registered mobile number of the Trusted person (displays the last 4 digits of the registered mobile number as received from UIDAI).
 - vii. The Trusted person enters the Aadhaar OTP (6 digit) on TSP’s website.
 - viii. TSP sends the e-KYC Authentication request to UIDAI.
10. On receipt of e-KYC details from UIDAI, TSP shall store the same in the CAF and shall the send confirmation SMS to the customer as well as The Trusted person stating that “*the process has been completed and we will take 96 hours to confirm back if mobile number (only last four digits XXXX) has been re-verified after checking all details and the uploaded documents*”. In case of any information not filled completely and/or if any uploaded document is incorrect/unreadable/mismatch with the filed fields, the TSP will inform the customer accordingly through SMS.
11. In such case where TSP rejects the re-verification, the customer will be informed via SMS about the reason of rejection and the customer has to start the complete process again.
12. In case the Aadhaar details or other information provided by the customer is found to be incorrect/misuse, it may be treated as a fraudulent activity and action as per Aadhaar Act, 2016 and other relevant laws may be taken.

Annexure-III
DRAFT

APPLICATION FORM FOR RE-VERIFIED MOBILE CONNECTION
SENIOR CITIZEN (above 70 years as on 1st January 2018)/PHYSICALLY
CHALLENGED PERSON (WEBSITE PROCESS)

Unique Customer Application Form (CAF) No* - _____
Type of Connection*: Post-Paid/ Pre-Paid

Passport size
Photograph
(As uploaded
by subscriber)

1. Name of the Subscriber* _____
(As entered by subscriber)
2. Consent of subscriber*:
 - I am an Indian National ☐
Having age more than 70 years as on 01.01.2017 ☐
Or
Physically Challenged ☐
 - I do not have Aadhaar ☐
or
My Aadhaar does not have any Mobile number registered with UIDAI ☐
Or
I have Aadhaar but unable to do biometric authentication ☐
 - The documents uploaded by me are authentic and if found forged, actions as per the law of the land should be applicable to me ☐

Note: Please tick appropriate box.

3. Name of Father/Husband*(As entered by subscriber) _____

4. Gender*: Male/Female

5. Date of Birth*

--	--	--	--	--	--	--	--

(DD/MM/YYYY)

(As entered by subscriber)

(As entered by subscriber)

6. Subscriber Address*(as entered by subscriber):

Address: _____

Pin Code -

--	--	--	--	--	--

7. Status of Subscriber*(By TSP):- Individual/Outstation

8. Nationality* (As entered by subscriber) _____

9. POI Details * (As entered by subscriber with photograph & Date of Birth):

9A: POI Type _____ 9B: POI Number _____

10. Number of Mobile connections held in name of Applicant (Operator-wise)* -

11. E-mail address (if any): _____@_____

12. Alternate Contact numbers, if any: Home: _____ Business _____ Mobile _____

13. Profession of Subscriber : _____ 17. PAN/GIR: _____

Declaration by subscriber

- (A) The information provided by me in my respect is correct.
(B) I am the existing user of mobile number and the SIM card of this mobile number is under my possession.

Transaction Id* (issued by Licensee): _____ Date* : _____ Time* : _____

14. Details (Name, Address and Aadhaar number) of Trusted Person* (As received from UIDAI)

Name of Trusted Person* _____
Address of Trusted Person* _____
Aadhaar number of Trusted Person* _____
DOB* _____
Gender* _____

Passport size
Photograph
(As received
from UIDAI)

Declaration by Trusted person

- (A) The user of mobile number is known to me.
(B) I hereby give my consent to verify mobile number _____ possessed by _____ (Name of customer). This should be considered as my consent for authentication through UIDAI under Aadhaar Act, 2016 and rules/regulations made under the said Act.

Unique response code* : _____ Date* : _____ Time* : _____

Fields to be filled by Service Provider/Authorized representative

15. IMSI No.* - _____
16. Existing Mobile Number *- _____

Note: * indicates mandatory fields

D. Procedure for re-verification of IVRS based OTP authentication process for subscribers having mobile number registered with Aadhaar (not applicable to Outstation customers):

Method - Mobile re-verification through IVR:

- i. Subscriber calls the TSP IVR through the mobile number that needs to be re-verified.
- ii. The IVR language should be in English, Hindi and other regional languages of the respective state/circles.
- iii. IVR gives the option of selection of nationality i.e. Indian or Others.
- iv. IVR plays the consent message that *"By sharing Aadhaar number I hereby give my consent to verify my mobile number and this should be considered as my consent for demographic authentication through UIDAI"* and subscriber provides the Aadhaar number.
- v. OTP request is sent to UIDAI by TSP and if there is any Aadhaar registered mobile number with UIDAI, IVRS process proceeds further, otherwise error message is played.
- vi. OTP is received on the Aadhaar registered mobile and consent message is played on the IVR that:
 - *"I am the existing user of mobile number _____ and the SIM card of this mobile number is under my possession.*
 - *By sharing of Aadhaar OTP, I hereby give my consent to fetch my name, Date of Birth, Address, Gender, Photo from UIDAI to verify my mobile number.*
 - *This OTP authentication can be treated as my signature."*
- vii. Subscriber enters the OTP on the IVR and e-KYC details are fetched from UIDAI by TSPs.
- viii. IVR gives the option to the subscriber of keying the details of other alternate mobile numbers, if any, count-wise and number-wise.
- ix. Successful mobile re-verification message is given through IVRS to the Aadhaar registered mobile number and the same is also given to the subscriber's mobile number intimating that the re-verification process of your mobile number has been initiated successfully.
- x. After completion of above process, before updating or overwriting the subscriber's details in database with data received through above process, the TSPs shall seek confirmation from subscriber about the re-verification of his/her mobile number after 24 Hours through SMS. If the subscriber does not respond within 3 daylight hours to SMS, the TSP shall treat re-verification as positive and overwrite the subscriber database by received this process.
- xi. For the above process, TSPs need to ensure:
 - the security of voice channels.
 - that the entire process above is automated and there is no human intervention anywhere.
 - security is provided at par with security of banking transactions through IVR.

- that there are internal robust security measures to protect Aadhaar information from unauthorized access, e.g. the application that interacts with the IVR should mask / encrypt the Aadhaar number as soon as it is received by the application.
- that The Aadhaar number is not accessible to TSPs call center or CRM executives.

The e-CAF format in this OTP based process is attached as Annexure-IV.

**APPLICATION FORM FOR REVERIFICATION
USING OTP PROCESS (IVRS) FOR LOCAL CUSTOMER**

Unique Customer Application Form (CAF) No* - _____
Aadhaar Number of Customer* (As provided by Subscriber in IVRS): _____
Type of Connection*: Post-Paid/ Pre-Paid
Mode of Re-Verification: IVRS

Passport size
Photograph
(As received
from UIDAI)

1. Name of the Subscriber* _____
(As received from UIDAI)

1A: Subscriber Consent

Unique e-KYC OTP communication response code (OTP sent confirmation) along with date & time stamp received from UIDAI in respect of customer*

Declaration: By sharing Aadhaar number I hereby give my consent to verify my mobile number. This should be considered as my consent for demographic authentication through UIDAI

Unique response code*: _____ Date* : _____ Time* : _____

2. Name of Father/Husband/Daughter/Son* _____ (as received from UIDAI, if any)

4. Gender*: Male/Female

(As received from UIDAI)

5. Date of Birth*

(DD/MM/YYYY)

(As received from UIDAI)

--	--	--	--	--	--	--	--

6. Complete Local Residential Address * (as received from UIDAI):

Address:.....

Pin Code -

--	--	--	--	--	--

7. Status of Subscriber*: Individual
8. Nationality*: Indian/Other (as declared by subscriber during the IVRS Call)
9. Details of Mobile connections held in name of Applicant * - _____ (as declared by subscriber during the IVRS Call)

Declaration by subscriber

- (A) I am the existing user of mobile number _____ and the SIM card of this mobile number is under my possession.
- (B) By sharing of Aadhaar OTP, I hereby give my consent to fetch my name, Date of Birth, Address, Gender, Photo from UIDAI, under Aadhaar Act, 2016 and rules/regulations made under the said Act, to verify my mobile number.
- (C) This OTP authentication can be treated as my signature

Unique response code* (declaration): _____ Date* : _____ Time* : _____

Fields to be filled by Service Provider/Authorized representative

10. IMSI No.*(current) - _____ 11. Existing Mobile Number *- _____

Note: * indicates mandatory fields

Subject: **Mobile Re-Verification Process- Final Document**

Date: 11/30/17 01:19 PM

To: adetas2.hq-dot@nic.in, diras2-dot@nic.in

From: Yashwant Kumar <yashwant.kumar@uidai.net.in>

Cc: Aditya Pal <aditya.pal@uidai.net.in>,

Ankit Gupta <gupta.ankit@uidai.net.in>,

Prashant Verma <prashant2025@gmail.com>

Mobile Re-Verification v3.docx (85kB)

Dear Sir,

As discussed, kind find document with some minor corrections in track mode. You are requested to incorporate change in final document. If you have any concern, kindly contact to me. Please share the final document.

Regards,

--

Yashwant Kumar
Assistant Director General
Authentication Division
UIDAI HQ 9th Floor,
Jeevan Bharati Building,
New Delhi-110001
Phone 011-23462606

Subject: **Re: Revised instructions for foreign nationals/NRI/Senior citizens and IVRS**

To: Pramod Mittal <mittalpramodk@gmail.com>

Cc: aruna sundararajan <aruna.sundararajan@gmail.com>, Prashant Verma <prashant2025@gmail.com>, "PRASANTVERMA ADET(AS-II)" <adetas2.hq-dot@nic.in>, rupinder singh <rupinder.singh@uidai.net.in>, Yashwant Kumar <yashwant.kumar@uidai.net.in>

Date: 11/30/17 10:00 AM

From: Ajay Bhushan Pandey <ajay.pandey@uidai.net.in>

Mobile Re-Verification v2.4.docx (70kB)

Dear Mr Mittal,

I have gone through this. They are fine. I have suggested a minor changes in track change mode and attached the revised 2.4 version.

Thanks

Ajay Bhushan Pandey

From: "Pramod Mittal" <mittalpramodk@gmail.com>

To: "aruna sundararajan" <aruna.sundararajan@gmail.com>, "Ajay Bhushan Pandey" <ajay.pandey@uidai.net.in>

Cc: "Prashant Verma" <prashant2025@gmail.com>, "PRASANTVERMA ADET(AS-II)" <adetas2.hq-dot@nic.in>

Sent: Wednesday, November 29, 2017 9:06:05 PM

Subject: Revised instructions for foreign nationals/NRI/Senior citizens and IVRS

Madam/Sir

Please find attach revised instructions on the above subject. These have been finalised in consultation with UIDAI. To take care of MHA requirements and some fields such as father's name other mobile number agent will have to call subscriber to complete the process in case of IVRS as in IVRS only numericals are recognised. Similarly for out stations subscribers tele-verification is also added.

Propose to process in file and to be issued tomorrow.

Regards

PKMittal

This email has been blocked from loading remote images.

Subject: **Draft process flow for NRI, Foreign National and Senior Citizens and Challenges envisaged**

To: "adetas2.hq-dot@nic.in" <adetas2.hq-dot@nic.in>

Cc: "Vikram TIWATHIA (vtiwathia@coai.in)" <vtiwathia@coai.in>,
"Piyush.Gautam@tatatel.co.in" <Piyush.Gautam@tatatel.co.in>,
"Abhishek Gupta (abhishek.gupta@idea.adityabirla.com)" <abhishek.g
"Sanjeev.Arora@vodafone.com" <Sanjeev.Arora@vodafone.com>,
"Vertika MISHRA (vsrivastava@coai.in)" <vsrivastava@coai.in>,
Hemant Coomar <hemant.coomar@aircel.co.in>,
Sachin Das <sachin.das@aircel.co.in>,
Deepak Joshi <Deepak.Joshi@airtel.com>

Date: 11/24/17 03:21 PM

From: Dhananjay Gawande <Dhananjay.Gawande@airtel.com>

Senior citizen reverification Steps.docx (15kB)

Challenges Envisaged.docx (14kB)

Foreign National reverification Steps.docx (14kB)

NRI reverification Steps.docx (15kB)

Sir,

Please find the drafts for print out.

Regards

Dhananjay Gawande

9818582310

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This email has been blocked from loading remote images.

Subject: **Draft CAF Format - OTP Process**
To: "adetas2.hq-dot@nic.in" <adetas2.hq-dot@nic.in>

Date: 11/24/17 03:25 PM
From: Dhananjay Gawande <Dhananjay.Gawande@airtel.co

CAF_OTP Based Web & IVR.docx (33kB)

Hi

For the draft

Regards

Dhananjay

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the system manager. This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system. If you are not the intended recipient you are notified that disclosing, copying, distributing or taking any action in reliance on the contents of this information is strictly prohibited.

This email has been blocked from loading remote images.

Subject: **FW: Draft process flow for NRI, Foreign National and Senior Citizens and Challenges envisaged**

To: "adetas2.hq-dot@nic.in" <adetas2.hq-dot@nic.in>,
"mittalpramodk@gmail.com" <mittalpramodk@gmail.com>

Cc: Dhananjay Gawande <Dhananjay.Gawande@airtel.com>,
"Abhishek Gupta" (abhishek.gupta@idea.adityabirla.com) <abhishek.g

Date: 11/27/17 03:43 PM

From: "Arora, Sanjeev (COR), Vodafone India" <Sanjeev.Arora@vodafone.com>

Dear Sir,

Few points that we should add for consideration:

The option to click the live photo should be made available for all – NRI/Sr Citizen and Foreign National. So in place of uploading a photo, click self, or in case they walk in to a TSP touch point the associates can complete the activity for them.

In case of Sr. Citizen and NRI the witnessing (aadhaar of a trusted person) process should be enabled for the biometric process also. help in case the trusted person's aadhaar is not linked to a registered mobile no and he/she decides to visit a touch point. This was at DOT in earlier drafts but was not released.

In case of NRI/Foreign National other than visa valid documents such as proof of PIO, temporary citizenship, green card (with Indian dual citizenship proof etc. should also be allowed

Trusted persons aadhaar should have a limit of use to 20 (for total live activations), this will help limit frauds

Trusted persons aadhaar will not be considered as POA/POI value for the customer being verified. For NRI it will be his passport no. Citizen it will be his Govt Id proof no. Thus this will not have an impact on deduping.

All activities where web is mentioned should be allowed on App also (MVA in our case) and if customer walks to our touch point then our retailer app also to do a guided process.

Letter to TSP's says there should not be any human intervention. However after Sr. citizen, NRI and foreign nationals fill manual info, will need to have a human body to manually validate the same at the backend and approve/reject the verification basis information on uploaded documents.

Again we will need clarity in case Sr. Citizen or NRI is identified as o/s what needs to be done. There are two scenarios here

- i. In case trusted person's aadhaar is of o/s
- ii. or the govt id proof (with dob) that is uploaded is not of the same (o/s)

Ideally we should do away with reference check for o/s if aadhaar is being used for verification.

TSP should not be audited (by TERM cells) on fields where user / pos manually enters the information since it cannot be validated by any like Father's Name etc. (In case UIDAI does not send them during authentication).

Foreign national (if not in India) should be allowed to do the same through web/app remotely by uploading documents and info. should not require to physically visit a touch point

Sanjeev

From: Dhananjay Gawande [mailto:Dhananjay.Gawande@airtel.com]

Sent: 24 November 2017 3:21 PM

To: adetas2.hq-dot@nic.in

Cc: Vikram TIWATHIA (vtiwathia@coai.in) <vtiwathia@coai.in>; Piyush.Gautam@tatatel.co.in; Abhishek Gupta (abhishek.gupta@idea.adityabirla.com) <abhishek.gupta@idea.adityabirla.com>; Arora, Sanjeev (COR), Vodafone India <Sanjeev.Arora@vodafone.com>; Vertika MISHRA (vsrivastava@coai.in) <vsrivastava@coai.in>; Hemant Coomar <hemant.coomar@aircel.co.in>; Sachin Das <sachin.das@aircel.co.in>; Deepak Joshi <Deepak.Joshi@airtel.com>

Subject: Draft process flow for NRI, Foreign National and Senior Citizens and Challenges envisaged

Sir,

Please find the drafts for print out.

Regards

Dhananjay Gawande
9818582310

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Subject: **Re: Mobile Re-Verification Process- Final Document**

To: adetas2 hq-dot <adetas2.hq-dot@nic.in>,
diras2-dot <diras2-dot@nic.in>

Cc: Ankit Gupta <gupta.ankit@uidai.net.in>,
Aditya Pal <aditya.pal@uidai.net.in>,
Prashant Verma <prashant2025@gmail.com>

Date: 11/30/17 05:32 PM

From: Yashwant Kumar <yashwant.kumar@uidai.net.in>

Mobile Re-Verification v2 4.docx (78kB)

Dear Sir,

Please find the attached document with revised consent message.

Regards,

--

Yashwant Kumar
Assistant Director General
Authentication Division
UIDAI HQ 9th Floor,
Jeevan Bharati Building,
New Delhi-110001
Phone 011-23462606

From: "adetas2 hq-dot" <adetas2.hq-dot@nic.in>

To: "Yashwant Kumar" <yashwant.kumar@uidai.net.in>

Cc: "Ankit Gupta" <gupta.ankit@uidai.net.in>

Sent: Thursday, 30 November, 2017 16:36:16

Subject: Re: Mobile Re-Verification Process- Final Document

Dear Sir,

Please find the attachment for final vetting. Please check the consent given by Trusted person and customers as per the Aadhaar Act and Regulations and revert back if there is any changes.

On 11/30/17 01:19 PM, **Yashwant Kumar** <yashwant.kumar@uidai.net.in> wrote:

Dear Sir,

As discussed, kind find document with some minor corrections in track mode. You are requested to incorporate change in final document. If you have any concern, kindly contact to me. Please share the final document.

Regards,

--

Yashwant Kumar

Assistant Director General
Authentication Division
UIDAI HQ 9th Floor,
Jeevan Bharati Building,
New Delhi-110001
Phone 011-23462606

--

***Thanks and Regards--
Prashant Verma
Assistant Director General (AS-II)
Department of Telecommunications
Ministry of Communications
Sanchar Bhawan, New Delhi.
011-23354042, +91-9013136582***

--

Yashwant Kumar
Assistant Director General
Authentication Division
UIDAI HQ 9th Floor,
Jeevan Bharati Building,
New Delhi-110001
Phone 011-23462606

83/c

MEETING NOTICE
OUT TODAY
COPY NO.....

20 NOV 2017

284872

F.No. 171/2/5/2017-Cab.III
 Cabinet Secretariat
 Rashtrapati Bhawan

New Delhi, the 17th November, 2017Office Memorandum

Subject : Aadhaar verification - regarding.

Cabinet Secretary will take a meeting of Committee of Secretaries on 21st November, 2017 at 11:30 A.M. in the Committee Room, Cabinet Secretariat, Rashtrapati Bhawan, New Delhi on the above mentioned subject. A Note for CoS will be circulated by Unique Identification Authority of India separately.

2. All invitees are requested to make it convenient to attend the meeting.

(Alok Tiwari)
 Deputy Secretary
 Tel: 23015861
 Fax : 23017982

G(T)-1202

M(T) in reply @chari

DD (AS)

Dir (AS-II)

Alok
29/11

Secretary, M/o Electronics & Information Technology
 Secretary, D/o Financial Services
 Secretary, D/o Telecommunications
 Secretary, D/o Posts
 Secretary, M/o Information & Broadcasting
 CEO, Unique Identification Authority of India
 Chairman, Indian Banks' Association

Copy also forwarded to the Principal Secretary to Prime Minister.

(Alok Tiwari)
 Deputy Secretary

*CEO, UIDAI will make a Presentation in the meeting. It is requested to circulate a Note for CoS to all the invitees and 7 copies of the same may be sent to this Secretariat for internal circulation. A soft copy of the Note and Presentation may also be uploaded in the 'Committee of Secretaries' module in e-Samiksha and e-mailed to (rizvism@nic.in).

INTERNAL CIRCULATION

CS/AS(C)/AS(AG)/JS(R)/JS(ADG)/DS(AT)

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SECRET

MOST IMMEDIATE
COPY NO.F.No. 171/2/5/2017-Cab.III
Cabinet Secretariat
Rashtrapati BhawanNew Delhi, the 24th November, 2017Office Memorandum

Subject : Aadhaar verification - regarding.

The undersigned is directed to enclose herewith a copy of the minutes of the meeting of Committee of Secretaries (Doc No.44/2017-CA.III) held on 21st November, 2017 at 11.30 A.M. in the Committee Room of the Cabinet Secretariat, Rashtrapati Bhawan on the above mentioned subject.

2. It is requested that the status of action taken on the relevant decisions may please be uploaded in the 'Committee of Secretaries' module of e-Samiksha portal.

(Alok Tiwari)
Deputy Secretary
Tel: 23015861
Fax : 23017982

Secretary, M/o Electronics & Information Technology
Secretary, D/o Financial Services
Secretary, D/o Telecommunications
Secretary, D/o Posts
Secretary, M/o Information & Broadcasting
Secretary, D/o Food and Public Distribution
CEO, Unique Identification Authority of India
Chairman, Indian Banks' Association

Copy with enclosures also forwarded to the Principal Secretary to Prime Minister.

(Alok Tiwari)
Deputy Secretary

INTERNAL CIRCULATION (One copy)
CS/AS(C)/AS(AG)/JS(R)/JS(ADG)/JS(DBT)/DS(AT)

Meeting Pad/ Office Copy

12 copies

CABINET SECRETARIAT

Doc. No. 44/2017-CA.III

MINUTES OF THE MEETING OF COMMITTEE OF SECRETARIES

Venue : Committee Room, Cabinet Secretariat
Rashtrapati Bhawan

Date of meeting : 21.11.2017

Time of meeting : 11.30 A.M.

P R E S E N T

Shri P.K. Sinha, Cabinet Secretary
Ms. A. Sundrarajan, Secretary, D/o Telecommunications
Shri Anant Narayan Nanda, Secretary, D/o Posts
Shri Ravi Kant, Secretary, D/o Food & Public Distribution
Shri Rajiv Kumar, Secretary, D/o Financial Services
Dr. Inderjit Singh, Additional Secretary (Coordination), Cabinet Secretariat
Shri Giridhar Aramane, Additional Secretary, Cabinet Secretariat
Ms. Jayashree Mukherjee, Additional Secretary, M/o Information & Broadcasting
Dr. A.B. Pandey, CEO, Unique Identification Authority of India
Shri Jatinder Bir Singh, Chairman, Indian Banks' Association
Shri S.A.M. Rizvi, Joint Secretary, Cabinet Secretariat
Shri Amandeep Garg, Joint Secretary, Cabinet Secretariat
Shri Peeyush Kumar, Joint Secretary (DBT), Cabinet Secretariat
Shri S. Gopalakrishnan, Joint Secretary, M/o Electronics & Information Technology
Shri Atul Gautam, Adviser, Indian Bank's Association
Shri Narendra Bhushan, DDG, Unique Identification Authority of India
Shri Alok Tiwari, Deputy Secretary, Cabinet Secretariat

Subject: Aadhaar verification.

A meeting of Committee of Secretaries (CoS) on the above subject was chaired by Cabinet Secretary on 21.11.2017 at 11.30 AM in the Committee Room, Cabinet Secretariat, Rashtrapati Bhawan, New Delhi to consider Note No. 4(4)/57/78/2017-E&U-Vol-II dated 21.11.2017 of MeitY (UIDAI).

2. CEO, UIDAI informed that more than 118 crore Aadhaar have been issued till date. There are ongoing exercises to link Aadhaar with bank accounts, mobile numbers and ration cards. He apprised that more than 100 crore bank accounts have to be linked with Aadhaar by 31.12.2017 under the Prevention of Money laundering Act (PMLA) Rules. Further, about 139 crore mobile numbers have to be linked to Aadhaar before the Supreme Court mandated deadline of February, 2017. Furthermore, about 80 crore food security beneficiaries of PDS/NFSA have to link their Aadhaar by 31.12.2017, under Section 7 of the Aadhaar Act. CEO, UIDAI stated that the main concerns in respect of the three linking exercises are inconvenience to the citizens, denial of various services if biometric authentication fails (e.g., due to the wearing out of fingerprints with age) and the possible misuse of data (e.g., data taken for one purpose being used for another purpose without proper authorization).

3. Regarding the linking of bank accounts with Aadhaar, CEO, UIDAI stated that the action plan should provide for convenient ways of linkage such as OTP/Timed OTP (TOTP)/IVRS/online banking portals. Further, fingerprint authentication should be made available in every branch and IRIS scanners should be made available in at least 10% of the branches to serve persons for whom fingerprint authentication does not work. Furthermore, Aadhaar enrolment and updation services should be provided in another 10% (i.e. about 14,200) branches. CEO, UIDAI stated that a decision has been taken that henceforth, Aadhaar enrolment/updation kiosks will be set up only in Government offices/banks to address concerns of data security and privacy. He further stated that there is a need to evolve exception protocols for special categories of people. The first category may consist of foreign nationals/PIOs/NRIs/OCIs who are not entitled/required to get Aadhaar, and hence, may be exempted from the linking exercise. The second category of persons, such as the elderly, who often have worn out fingerprints may be authenticated using IRIS scans or by using paper Aadhaar with QR code verification. The third category of persons above a certain age may be provided the convenience of home visits by the bankers concerned. CEO, UIDAI suggested that every bank branch must have the facility of finger print scanner, IRIS scanner, and QR code scanner to provide convenient Aadhaar authentication services to the citizens. Providing the facility of Aadhaar authentication facility in every bank branch will also help curb banking frauds. CEO, UIDAI stressed the need for media campaign to build awareness about Aadhaar enrolment/updation/linking facilities as well as advantages of Aadhaar to customers such as prevention of bank frauds etc.

4. Regarding the linking of mobile numbers with Aadhaar, CEO, UIDAI stated that the action plan should provide for convenient ways of linkage such as OTP/TOTP/IVRS/websites of telecom companies. Further, fingerprint authentication should be made available in every outlet of the telecom companies and IRIS authentication should be made available in some outlets for serving the persons with worn out fingerprints. CEO, UIDAI stated that exception protocols, similar to the ones for bank account linkage, may be provided for foreign

nationals/PIOs/NRIs/OCIs and for persons with worn out fingerprints. CEO, UIDAI stated that media campaign is required in this context also, stressing the convenience and advantages of the linking exercise under the mandate of Supreme Court.

5. Regarding the linking of PDS/NFSA beneficiary accounts / ration cards with Aadhaar, CEO, UIDAI stated that the action plan should involve physical collection of Aadhaar numbers as well as the linking facilities through ePOS. He further stated that it may be ensured that no beneficiary is deleted or denied benefits on account of non-linking/authentication with Aadhaar. The compliance should be monitored through fortnightly meetings/video conferences with State Food Secretaries to be done jointly by Secretary, D/o Food & Public Distribution and CEO, UIDAI. He proposed that an exception protocol be evolved for authentication in respect of the elderly and persons with worn out fingerprints. This may include home delivery for persons above a certain age, the sick, infirm etc. Further, there should be an exception register for persons who are being provided benefits without Aadhaar linking/authentication process and the entries of the exception register should be regularly audited by senior officers at the ground level. CEO, UIDAI stated that the media campaign should cover this area also.

6. CEO, UIDAI stated that Aadhaar enrolment and updation facilities should be made widely available for citizens. In this regard, he requested that, as decided, D/o Posts may expedite the setting up of Aadhaar centres in 14,000 Post Offices in addition to about 14,200 Aadhaar enrolment centers that are to be set up in bank branches. He further stated that one Aadhaar enrolment center in every block/tehsil office, if taken up, would add another about 15,000 additional centers in the country. This would translate to a total of 40-50 thousand Aadhaar enrolment/updation centres across the country.

7. Secretary, Department of Telecommunication (DoT) informed that about 47% of mobile numbers have already been linked with Aadhaar. She further informed that the messages being sent to mobile subscribers now indicate the last date before which linking has to be done, instead of asking the subscribers to link immediately as was being done earlier. To avoid long queues at the outlets of telecom companies, OTP/IVRS system of linking Aadhaar with mobile number will start from 1.12.2017. Secretary, DoT apprised that an exception protocol is being evolved for NRIs/OCIs/PIOs/foreign nationals. She further apprised that IRIS scanners are being made available at select outlets and paper Aadhaar with QR Code verification would be allowed for persons with worn out fingerprints. She stated that the proposal for the exemption for persons above a certain age and a system of home visits for the physically challenged persons is under examination.

8. Secretary, D/o Financial Services (DFS) informed that of the total about 105 crore saving bank accounts, about 54 crore have already been linked with Aadhaar. He suggested that instead of separate publicity campaigns by different Ministries, UIDAI may undertake an integrated campaign to promote awareness about the convenience and benefits of Aadhaar linkage exercises. He further suggested that Aadhaar linking should be limited to bank accounts and mobile numbers. For the purpose of establishing identity in other databases, mobile number or bank account should suffice. He apprised that around 15,000 bank branches will have Aadhaar enrolment/updation centers by the end of December, 2017, and an additional 15,000 branches will have IRIS scanners.

9. Secretary, D/o Posts informed that Aadhaar enrolment/updation centres would be operational in 14,000 post offices by 31st December, 2017. Secretary, D/o Food & Public Distribution stated that there are around 80 crore PDS/NFSA beneficiaries and about 81% ration cards have Aadhaar linkage of at least one family member. He further stated that of the total about 5.27 lakh PDS outlets, about 2.83 lakh have ePOS machines. He apprised that instructions have been issued stating that there should be no denial of benefits or deletion of beneficiaries for the lack of Aadhaar linkage or authentication. It has also been clarified that any member of the family may receive ration for the entire family.

10. After detailed deliberations, it was recommended that:

- i. Operationalization of Aadhaar enrolment and updation centers in 14,200 bank branches and 14,000 post offices by 31st December 2017 may be ensured by DFS and D/o Posts respectively. Banks should offer Aadhaar enrolment and update services to the clients of other banks too.
- ii. Operationalization of fingerprint and IRIS authentication devices in all bank branches of the country may be achieved at the earliest.
- iii. DoT may ensure that Aadhaar data obtained by telecom companies for mobile reverification shall not be used for any other collateral purposes such as opening payment bank account, wallet account etc.
- iv. MeiTY may examine the feasibility of locating Aadhaar enrolment and updation centers in all Tehsil and Block offices in the country.
- v. UIDAI may coordinate with DFS and D/o Posts to ensure that locations of the proposed Aadhaar enrolment and updation centers are appropriately chosen for optimum coverage based on geographical/population criteria.
- vi. DFS and DoT may take steps to make Aadhaar linkage exercises convenient for citizens with multiple options such as allowing linkage via OTP/TOTP/IVRS, home visits, etc. However, for OTP/TOTP/IVRS based authentication, due safeguards against frauds may be ensured.
- vii. DFS and DoT may prescribe exception protocols out for foreign nationals /PIOs/NRIs/OCIs as well as for old persons, physically challenged persons, persons whose fingerprints have worn out, etc.
- viii. UIDAI may coordinate an integrated media campaign through M/o I&B, DFS, DoT and D/o Food to build awareness about the measures taken to enhance the convenience of linking Aadhaar as well as the benefits accruing to citizens due to the Aadhaar linking exercises.
- ix. DFS may examine the possibility of reimbursing the capital expenditure incurred by banks in setting up of Aadhaar enrolment/updation centers and installing Aadhaar authentication devices from the Financial Inclusion Fund.
- x. PDS/NFSA beneficiaries should not be denied benefits or their names deleted for the lack of Aadhaar linkage or authentication. Joint Video Conferences may be conducted by Secretary, D/o Food and CEO, UIDAI with State Governments on a regular basis to monitor the exercise of linking PDS databases with Aadhaar as well as to provide requisite clarifications.

File No. K-11020/211/2017-UIDAI(Auth-I)

भारत सरकार

इलेक्ट्रॉनिकी एवं सूचना प्रौद्योगिकी मंत्रालय
 भारतीय विशिष्ट पहचान प्राधिकरण (यूआईडीएआई)
 (ऑथेंटिकेशन डिवीजन)

जीवन भारती भवन टॉवर I, नवां तल,

कनॉट सर्कस, नई दिल्ली -110001

दिनांक: 15.11.2017

CIRCULAR**Sub:** Process for OTP based Aadhaar e-KYC for re-verification of mobile subscribers

Department of Telecommunications (DoT) vide circular dated 23.10.2017 has issued instructions to the Telecom Service Providers (TSPs) to perform re-verification of mobile subscribers using Aadhaar OTP. As per para 2.1 of ibid instructions TSPs are required to take approval of UIDAI for the process flow to implement OTP based re-verification. A number of TSPs have submitted their proposed process flows to UIDAI for approval.

2. To ensure a uniform approach in implementing OTP based process, the following methods are hereby recommended and approved by UIDAI:

2.1 Method 1 - Mobile re-verification through TSPs own Web portal

- i. Resident will enter the mobile number (to be verified) on the TSP website
- ii. TSP will generate an OTP (this is not Aadhaar OTP and TSPs will setup their own processes for generating the OTP here) on the entered mobile number which the resident will enter on the website. This process will confirm that the mobile to be re-verified is available with the resident
- iii. Consent message as per Aadhaar Act 2016 will be displayed on the website and resident will enter the Aadhaar number after checking the consent box
- iv. TSP will generate an OTP request to UIDAI
- v. If there is any mobile number registered with Aadhaar, resident will receive the OTP on the registered mobile
- vi. Resident will receive a consent message for receiving e-KYC from UIDAI and resident will enter the OTP after providing the consent
- vii. Successful e-KYC authentication and confirmation to resident that mobile has been re-verified

2.1.1 For the above mentioned mobile verification through web portal, following security measures are advised:

- i. TSPs need to ensure that the entire process above is automated and there is no human intervention anywhere
- ii. TSPs need to ensure that there are internal robust security measures to protect Aadhaar information from unauthorized access
- iii. TSPs shall ensure checks such as masking of Aadhaar while it is being entered on the TSP website and encryption of Aadhaar number / channel during transmission and storage
- iv. TSPs need to ensure that their websites have controls against the ability of unauthorized websites being able to render services through the TSP websites (such as captcha etc.)

- v. Interactive Captcha and referrer checks need to be implemented by TSP websites.
- vi. TSPs are required under the Aadhaar Act 2016 and Aadhaar regulations to ensure that Aadhaar number is kept secured. This inter alia includes use of "https" and other security measures to ensure that the websites are secure against known cyber-attacks such as OWASP top 10, SANS top 25 etc.
- vii. TSP websites need to be secured through certificates
- viii. If TSPs can provide these services through a user name and password authentication which may already exist on their websites for the customers, this will further enhance the security
- ix. TSPs must ensure that they have SEO services (Search engine optimization) for their websites and that their websites feature on the top during Google searches

2.2 Method 2 - Mobile re-verification through IVR

- i. Resident calls the TSP IVR through the mobile number that needs to be re-verified
- ii. IVR plays the consent message and resident provides the Aadhaar number
- iii. OTP request is sent to UIDAI if there is Aadhaar registered mobile otherwise error message is played to the resident
- iv. OTP is received on the Aadhaar registered mobile and consent message is played
- v. Resident enters the OTP on the IVR and e-KYC details are fetched from UIDAI
- vi. Successful mobile re-verification message is given on the IVR as well as SMS notification on subscriber's mobile
- vii. The IVR language should be in English, Hindi and other regional languages of the respective state/circles

2.2.1 For the above mentioned mobile verification through IVR, following security measures are advised:

- i. TSPs need to ensure the security of voice channels
- ii. TSPs need to ensure that the entire process above is automated and there is no human intervention anywhere
- iii. TSPs need to ensure that security is provided at par with security of banking transactions through IVR
- iv. TSPs need to ensure that there are internal robust security measures to protect Aadhaar information from unauthorized access, e.g. the application that interacts with the IVR should mask/encrypt the Aadhaar number as soon as it is received by the application

3. TSPs shall ensure that Aadhaar number is not accessible to TSPs call center or CRM executives.

TSPs shall implement above mentioned two OTP based mobile re-verification processes with suggested security measures by 30.11.2017

Y. J. Kumar
(Assistant Director General)

To:

- 1. All Telecom Service Providers
- 2. Sr. DDG(Term), DOT, HQ, New Delhi

hit

static/layout/shell.html?lang=en-US&3.0.1.2.0_15121607

Annexure-VII

Meeting on OTP based eKYC- Telecom Operators

Kram Tiwathia' <viwathia@coai.in>, sanjeev.arora@vodafone.co
axmanbsnl@gmail.com, melmalgi@bsnl.co.in, kohinoor.mukherjee@idea.adityabirla.com,
adetas2.hq-dot@nic.in, diras2-dot@nic.in, dharamjay.gawande@airtel.com, mahipal.singh@ril.com,
abhishek.gupta@idea.adityabirla.com, Mandeep.Bhalla@vodafone.com,
'BN Singh' <BN.Singh@tatatel.co.in>, Rajesh.Kumar@telenor.in, samarjit.zakhami@telenor.in,
'Vertika' <vsrivastava@coai.in>, 'Sanki Lalwani' <slalwani@coai.in>, gmico2@gmail.com,
sachin.das@aircel.co.in, hemant.coomar@aircel.co.in, vishal.ambardar@telenor.in
Cc: "'rupinder.singh" <rupinder.singh@uidai.net.in>, 'Yashwant Kumar' <yashwant.kumar@uidai.net.in>,
ajai.chandra@uidai.net.in, 'Aditya Pal' <aditya.pal@uidai.net.in>, sachin.syal@uidai.net.in,
sarin.gaurav@uidai.net.in, adetas2.hq-dot@nic.in

image001.png (10kB)	image002.jpg (74Bbytes)	image003.jpg (724bytes)	image004.jpg (745bytes)	image005.jpg (760bytes)	image006.jpg (5KB)	image007.jpg (994bytes)
image008.jpg (1kB)	image009.jpg (979bytes)	image010.jpg (1kB)	image011.png (32kB)	image012.jpg (15KB)	image013.gif (4KB)	

Dear Vikram,

As discussed, UIDAI security team has raised some concerns in SMS based solutions. Therefore, you are requested to kindly prepare **web portal** and **mobile app** based solutions without using SMS channel and share the same tomorrow forenoon.

Regards.



Ankit Gupta,
Senior Analyst – Authentication & Application,
UNIQUE IDENTIFICATION AUTHORITY OF INDIA
P. +91-9999265790 | W. uidai.gov.in
Like and follow us for latest info & updates:



Subject: **Submission of the detailed scheme for the OTP based re-verification process**

Date: 02/11/17 01:20 PM
From: "Director (AS II)" <diras2-dot@nic.in>

To: contact@coai.in, auspi@auspi.in, cmbdnl@bsnl.co.in, cmd@bol.net.in, averna@bsnl.co.in, rahul.vatts@idea.adityabrifa.com, ravi.gandhi@airtel.com, sunil.sareen@airtel.com, Anil.kushwaha@airtel.com, BN.Singh@tatatel.co.in, a.mathur@relianceada.com, pankaj.sharma@telenor.in, ranjeet.jha@telenor.in, r.sundar@telenor.in, vishal.ambardar@telenor.in, sanjeev.arora@vodafone.com, Mudhasar.Altaf@MTSindia.in, Tara.Popli@mtsindia.in, dinesh.bisht@aircel.co.in, Mahipal.Singh@ril.com, DEEPAK.GUPTA1@Vodafone.com, abhishek.gupta@idec.adityabrisa.com, act@coai.in, sunil.batra@tatatel.co.in, sunil.landon@tatatel.co.in, Naveen.Bhatt@videocon.com, nishant.mehra@ril.com, nitin.singh@relianceada.com, viwathia@coai.in
Cc: ceo@uidai.gov.in, rupinder.singh@uidai.net.in, yashwant.kumar@uidai.net.in, virender.prasad@uidai.net.in, ajai.chandra@uidai.net.in, parag.agrawal@nic.in, arvind.chawla@nic.in, mittalpramodk@gmail.com

Dear Sir/Madam,

This has reference to DoT's letter dated 23.10.2017 regarding OTP based re-verification, wherein, TSPs were directed to prepare an appropriate scheme.

TSPs are requested to submit the detailed scheme for the OTP based re-verification process by today, i.e., 02.11.2017, for examination by DoT and taking the scheme forward.

Thanks and Regards,

Vivek Srivastava

निदेशक (अभियोग सेवाएँ-II)

Director (Access Services-II)

दूरसंचार विभाग

Department of Telecom

1202, संचार भवन, 20, अशोक रोड 1202, Sanchar Bhawan, 20, Ashoka Road

नई दिल्ली -110001

New Delhi - 110001

Tel: +91 11-23718054, Fax: +91 11-23372276

Prashant Verma <prashant2025@gmail.com>

Fwd: Unified Licences

1 message

mittalpramodk <mittalpramodk@gmail.com>
To: prashant2025@gmail.com

Mon, Nov 20, 2017 at 4:13 PM

----- Original message -----

From: Aruna Sundararajan <aruna.sundararajan@gmail.com>
Date: 20/11/2017 15:45 (GMT+05:30)
To: Pramod Mittal <mittalpramodk@gmail.com>, secy-dot <secy-dot@nic.in>
Subject: Fwd: Unified Licences

Please discuss before tomorrow's meeting

AS

----- Forwarded message -----
From: **Ajay Bhushan Pandey** <ajay.pandey@uidai.net.in>
Date: Mon, Nov 20, 2017 at 3:04 PM
Subject: Fwd: Unified Licences
To: Aruna Sundararajan <aruna.sundararajan@gmail.com>

Dear Madam,
Please see. We will discuss.
Regards
Ajay
Sent from my iPhone

Begin forwarded message:

From: Arghya Sengupta <arghya.sengupta@vidhilegalpolicy.in>
Date: November 20, 2017 at 10:54:59 AM GMT+5:30
To: Ajay Bhushan Pandey <ajay.pandey@uidai.net.in>
Subject: Re: Unified Licences

Dear Dr. Pandey,

I have examined this notification together with the order of the Supreme Court and the previous orders issued by the DOT in this regard.

I am of the considered view that a blanket exemption from re-verification may not be permissible in light of the Supreme Court order. This is because the order does not envisage different categories of subscribers as is sought to be done by this order. Further, earlier orders, which had made similar categorisations did not exempt any such subscribers from re-verification but simply provided alternate means for such re-verification (see order on 23.10.2017).

If Aadhaar-based re-verification is not possible for Categories 1 and 2, i.e. NRIs and foreign nationals, an alternate means will have to be found. For Category 3, i.e. senior citizens, there is no justification provided in this letter as to why OTP-based re-verification, as mandated by its letter dated 23.10.2017 will not be sufficient, and as to why blanket exemption is being considered.

It is my view that these exemptions may be provided, only if alternate means for re-verification are formulated in relation to these three categories. Otherwise these exemptions may fall foul of the Supreme Court order.

78/C

Government of India
Ministry of Communications
Department of Telecommunications
(Access Services Wing)

12th Floor, Sanchar Bhawan, 20 Ashoka Road, New Delhi – 110 001.

File No: 800-26/2016-AS.II

Dated: 13.11.2017

To

All Unified Licensees (having Access Service Authorization)/ Unified Access Services Licensees/ Cellular Mobile Telephone Service Licensees.

Subject: Re-verification of mobile subscribers through Aadhaar E-KYC process regarding mentioning of last date of re-verification in the communications to be sent by Licensees.

This is with reference to the instructions issued by this office letter of even number dated 23.03.2017 regarding re-verification of mobile subscribers through Aadhaar based E-KYC process.

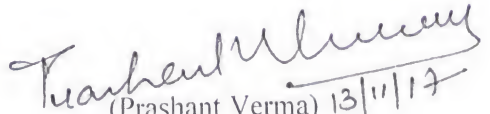
2. Hon'ble Supreme Court, vide its order dated 03.11.2017 in W.P. (C) 1014/2017 {M.G. Devasahayam & Ors. V/s Uoi & Anr.} (copy enclosed), has inter-alia, directed that

".....At the same time, in the messages which are sent by Banks or service providers, for linking of Aadhaar with Bank accounts or phones etc., it should be specifically stated that the last date for linking is 31st December, 2017 or 6th February, 2018, respectively".

3. Accordingly, the undersigned has been directed to convey that the above directions of Hon'ble Supreme Court are to be complied to avoid any contempt and, therefore, any communications/voice messages/SMSs, which are to be sent by the Licensees to their mobile subscribers regarding re-verification of mobile connections through Aadhaar based E-KYC process, shall contain the last date for re-verification, i.e., **06.02.2018**.

4. These directions shall be complied with immediate effect and a compliance report of implementation of these directions shall be furnished by tomorrow on e-mail id: diras2-dot@nic.in & adetas2.hq-dot@nic.in.

Encl.: As above.


(Prashant Verma) 13/11/17
ADG (AS-II)

Copy to:

1. Secretary, DoT, New Delhi.
2. Secretary, TRAI, New Delhi.
3. Member (T), DoT, New Delhi.
4. CEO, UIDAI, New Delhi.
5. JS (IS-I), MHA, North Block, New Delhi.
6. Sr. DDG (DGT HQ), DoT HQ, New Delhi.
7. All DDsG TERM LSAs.
8. COAI/AUSPI.

Government of India
Ministry of Communications
Department of Telecommunications
(Access Services Cell)

12th Floor, Sanchar Bhawan, 20 Ashoka Road, New Delhi – 110 001.

File No: 800-26/2016-AS.II

Dated: .11.2017

To

All Unified Licensees (having Access Service Authorization)/ Unified Access Services Licensees/ Cellular Mobile Telephone Service Licensees.

Subject: Re-verification of Non-resident Indians (NRI)/ Overseas Indian mobile subscribers through Aadhaar based E-KYC process -regarding

This is in reference to the representations of Non Resident Indians (NRIs)/Overseas Indians received through Ministry of External Affairs and Ministry of Electronics & Information Technology regarding difficulties being faced by them in re-verification of their Indian Mobile Connections through Aadhaar based E-KYC process. Since Overseas Indians are living abroad and cannot come India for re-verification of their mobile connections through biometric based authentication process. Further, there are some NRIs/Overseas Indians who neither possesses Aadhaar nor eligible for Aadhaar enrolment.

2. In this regard, the undersigned has been directed to convey the approval of competent authority that those NRI/Overseas Indians, who do not have Aadhaar and are not eligible for Aadhaar enrolment also, may be exempted from this re-verification exercise. Further, those NRIs/Overseas Indians, who have Aadhaar as well as a mobile number registered with Aadhaar and are willing to re-verify their mobile connections, may be asked to re-verify their mobile connection through OTP based Authentication process as issued by DoT vide this office letter of even number dated 23.10.2017 as this will facilitate them to re-verify their connection from their respective abroad locations.

(Prashant Verma)
ADG (AS-II)

Copy to:

1. Secretary, TRAI, New Delhi.
2. Secretary, MeitY, New Delhi.
3. CEO, UIDAI, New Delhi.
4. JS (OTA-I), Ministry of External Affairs, New Delhi.
5. JS(IS-I), MHA, North Block, New Delhi.
6. Sr. DDG (DGT), DoT HQ.
7. All DDsG TERM LSAs.
8. COAI/AUSPI.

सत्यमेव जयते

7/c

Dated: 13.10.2017

I write with reference to a large number of petitions being received by the Ministry of External Affairs from Overseas Indians regarding insistence of telecom companies to link Aadhaar number with their mobile number. Since Overseas Indians are living abroad, they neither possess nor are entitled to Aadhaar enrollment. They have therefore requested for resolution of their problem. A copy of one such representation dated 03.10.2017 received from World NRI Council, New Delhi on the subject is enclosed.

2. In this context, I would like to state that when the Department of Revenue had made it mandatory to mention Aadhaar number in the annual Income Tax Returns and to link it with PAN Cards, NRIs had raised similar issues. The matter was taken up with CBDT which explained that the above provisions apply to persons who are eligible to get Aadhaar. Under section 3 of the Aadhaar Act, 2016, only a resident is entitled to get Aadhaar. Therefore, the provisions of Section 139AA of the Income Tax Act, 1961 regarding linking of Aadhaar to PAN or the requirement of quoting the Aadhaar number in the Return shall not apply to a non-resident, who is not eligible to get Aadhaar. CBDT has also issued a Press Release in this regard on 5 April 2017, a copy of which is enclosed.

3. Since Telecom companies in India are insisting on SIM card holders to link their Aadhaar number with their mobile number, which Overseas Indians are unable to do, it will be helpful if a suitable advisory is issued to the Telecom companies and a Press Release issued to create awareness about exemption of Overseas Indians from Aadhaar linkage with their Indian mobile numbers.

4. Department of Telecom is requested to take appropriate action on priority basis.

Regards,

Yours sincerely,

Manish Gupta
(Manish Gupta)

Shri Shashi Ranjan Kumar
Joint Secretary
Department of Telecom
316, Sanchar bhawan, Ashok Road
New Delhi-110001

Encls: As above.

In Biography pl.
 18/10
 Dir (AS-IT)
 2004/AS
 @ 25/10
 (Quach)
 26/10/2017
 ADG (AS-ID)
 2006/2017/IT(IT)



Empowering NRI's For Emerging India

Approved by:
Ministry of Corporate Affairs, India

Reg No(CIN):
U85300KL2017NPL048631

Legality:
An Autonomous Non Profit Council

Identity Office :
Rcube Suite, Shivaji Metro Station,
Airport Express Line, New Delhi, India - 01
Ph: 011 - 6679 7744 (09: 00 to 18:00)

Kerala Office:
Poruvelli Building, Edappally Toll
Kochi, Kerala, India - 24
Ph: +91 9745 304090 (09: 00 to 18:00)

✓
Date: 03 Oct 2017

Honorable Minister Sushama Swaraj,

Sub: Linking of NRI phone numbers to Aadhar

First of all We, World NRI Council congratulate and thank Madam for all your good efforts and action you had done as a Minister of External Affairs in this short time. Keeping politics out no one can ignore your good actions, especially NRIs. We specially thank your recent actions on, effective steps to help wives abandoned by NRI husbands and no need to link NRI Bank Account in India with Aadhaar. Madam you are really an Icon among NRIs.

Madam you can know more about us through below links:

<https://www.worldnricouncil.org/>
<https://www.facebook.com/WorldNRICouncil/>

Now shall we land to the point, World NRI Council is bringing into your attention an extremely important matter, NRI who operate NRO Bank Account is facing a big problem. NRI operates NRO Bank Account with their Indian Mobile connection, which they will carry to abroad because their Indian Mobile is connected with NRO Account. Through this NRO Account NRIs do all the transactions in India sitting abroad, all the OTPs are coming to their Indian mobile, now as lot of NRIs don't have Aadhar they could not link their Indian Mobile number to Aadhar, but now the problem is many of the Mobile operators had made those un-linked mobile numbers on 'Out of Service' mode. As NRIs mobile is in 'Out of Service' mode they could not receive OTPs and they could not do any financial transactions even though they had liquid cash in their account, many are in big debt as they could not make any transaction.

Lot of NRIs had registered complaints with World NRI Council on this discussed issue. At this point of time we thought to write to Madam, as you had done a great thing recently now i.e. No need to link NRI Bank accounts with Aadhar. From World NRI Council's side what we request is Linking of Mobile number with Aadhar should also be avoided for NRIs, this will be a very good relief to NRIs and their tensions related to this issue can be completely downloaded. We are putting a full stop in full hope to receive a positive reply from Mad'm.

Sincerely,

Sd/-

The Management Team
World NRI Council

Government of India
Ministry of Finance
Department of Revenue
Central Board of Direct Taxes

New Delhi, 5th April, 2017.

PRESS RELEASE

Mandatory Quoting of Aadhaar For PAN Applications & Filing Return of Income

Section 139AA of the Income-tax Act, 1961 as introduced by the Finance Act, 2017 provides for mandatory quoting of Aadhaar / Enrolment ID of Aadhaar application form, for filing of return of income and for making an application for allotment of Permanent Account Number with effect from 1st July, 2017.

It is clarified that such mandatory quoting of Aadhaar or Enrolment ID shall apply only to a person who is eligible to obtain Aadhaar number. As per the Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016, only a resident individual is entitled to obtain Aadhaar. Resident as per the said Act means an individual who has resided in India for a period or periods amounting in all to one hundred and eighty-two days or more in the twelve months immediately preceding the date of application for enrolment. Accordingly, the requirement to quote Aadhaar as per section 139AA of the Income-tax Act shall not apply to an individual who is not a resident as per the Aadhaar Act, 2016.

(Meenakshi J. Goswami)
Commissioner of Income Tax
(Media & Technical Policy)
Official Spokesperson, CBDT.

72/c
REMINDER

File No. 10(36)/2015-EG-II(Vol-VI)
Government of India
Ministry of Electronics & Information Technology
(Cyber Law and UIDAI)

Electronics Niketan
New Delhi-110003
Dated: 31.10.2017

OFFICE MEMORANDUM

Subject: Linking of Aadhaar to mobile numbers

Reference is invited to this Ministry's OM of even number dated 26.09.2017 along with a letter no. 5704/JS(CPV)/2017 dated 20.09.2017 received from Ministry of External Affairs(MEA) regarding the issue of linking Aadhaar to mobile numbers (copy enclosed).

2. This Ministry had requested Department of Telecommunications (DoT) to provide clarification, whether there is any other alternative available for the Indian Diaspora who do not have Aadhaar card, in order to avoid disconnection of their Indian mobile service.

3. DoT, vide email dated 09th October, 2017, had conveyed that the aforesaid issue is under consideration of the Department. Once a decision is taken in the matter, the same would be communicated to MeitY.

4. In view of the importance of the matter, you are requested to expedite the response on the matter.

Archana

(Archana Dureja)

Scientist 'G'/Sr. Director

Tel. no. 24362528

URGENT

for n/a on A. pl.

@ hand
3/11/2017

Encl: As above

To,
Shri Arvind Chawla
Sr. DDG(AS)
Department of Telecommunications
Ministry of Communications
Sanchar Bhawan, New Delhi

Copy to:

1. Secretary, DoT, New Delhi
2. Shri Upender Singh Rawat, Joint Secretary(CPV), Ministry of External Affairs, New Delhi

224/Dir(AS-II)
6/11/17

File No. 10(36)/2015-EG-II(Vol-VI)
Government of India
Ministry of Electronics & Information Technology

Electronics Niketan
New Delhi-110003
Dated: 26.09.2017

OFFICE MEMORANDUM

Subject: Linking of Aadhaar to mobile numbers

Ministry has received a letter no. 5704/JS(CPV)/2017 dated 20.09.2017 from Ministry of External Affairs(MEA) regarding the issue of linking Aadhaar to mobile numbers (enclosed).

2. MEA has stated that linking Aadhaar to mobile number has become mandatory as per the recent directive of the Government of India. In this regard, some of their Missions/Posts abroad have received queries from the Indian Diaspora regarding the problems faced by them due to linking of Aadhaar members with mobile connections. Some of them do not have Aadhaar card. Their queries include how to obtain a SIM in India when they travel as they do not have Aadhaar card.
3. MEA has requested for clarification whether there is any other alternative available for the Indian Diaspora who do not have Aadhaar card, in order to avoid disconnection of their Indian mobile service.
4. I am directed to request Department of Telecommunications to provide comments on the subject matter.

This issues with the approval of competent authority.



(Archana Dureja)
Scientist 'G'/Sr. Director
Tel. no. 24362528


Encl: As above

To,
The Secretary
Department of Telecommunications
Ministry of Communications
Sanchar Bhawan, New Delhi

**Ministry of External Affairs
(CPV Division)**

As per the recent directive of the Government of India, linking Aadhar card number to mobile number has become mandatory. In this regard some of our Missions/Posts abroad have received queries from the Indian Diaspora regarding the problems faced by them due to linking of Aadhaar numbers with mobile connections. Some of them do not have Aadhaar card. Their queries include how to obtain a SIM in India when they travel as they do not have Aadhar card.

2. In view of the above, kindly let us know whether there is any other alternative available for the Indian Diaspora who do not have Aadhaar card in order to avoid disconnection of their Indian mobile service.


(Upender Singh Rawat)
Joint Secretary (CPV)
Tel: 011-2338 7104
Fax: 011-2378 2821
Email: jscpv@mea.gov.in

**Shri Rakesh Maheshwari, Senior Director/Scientist G and Group coordinator,
Ministry of Electronics and Information Technology (MeitY), Tel-011-24301744,
Email: rakesh@meity.gov.in**

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Government of India
Ministry of Communications
Department of Telecommunications
Access Services Wing,
Sanchar Bhawan, Ashoka Road, New Delhi-110 001

F.No.800-26/2016/AS.II

Dated : 23.10.2017

To

All Unified Licensees (having Access Service Authorization)/Unified Access Services Licensees/Cellular Mobile Telephone Service Licensees.

Subject: Use of Aadhaar e-KYC service of Unique Identity Authority of India (UIDAI) for issuing new mobile connections and re-verification of existing subscribers

The Hon'ble Supreme Court, vide its order dated 06.02.2017 passed in the case of Lokniti Foundation v. Union of India and Others [Writ Petition (C) No. 607 / 2016], while taking cognizance of "Aadhaar based e-KYC process for issuing new mobile connection", launched by the Department of Telecom on 16th August, 2016 observed as follows:

"In view of the factual position brought to our notice during the course of hearing, we are satisfied, that the prayers made in the writ petition have been substantially dealt with and an effective process has been evolved to ensure identity verification, as well as, the addresses of all mobile phone subscribers for new subscribers. In the near future, and more particularly, within one year from today, a similar verification will be completed, in the case of existing subscribers."

Accordingly, on 23.03.2017 the Department of Telecommunications (DoT) issued instructions to the Telecom Service Providers (TSPs) to perform biometric (fingerprint / iris) Aadhaar e-KYC for re-verification of existing subscribers, analogous to new subscribers, as per the order of the Supreme Court.

Subsequently, it has come to the notice that some of the residents, especially senior citizens, face difficulty in verifying their identity using fingerprint based Aadhaar authentication. Further there are cases where residents due to being bed ridden, physically challenged etc. are not able to visit service points of TSPs. Such instances may result in denial of service to them. Suggestions have also been received to allow Aadhaar OTP based authentication for re-verification of mobile numbers.

2. Therefore, to ensure that no resident is denied service, to improve ease of doing re-verification and its success rate for overall enhancement of customer satisfaction and in consonance with the order of the Supreme Court, the TSPs shall take following measures:

2.1 OTP based Re-verification of Mobile Subscribers: TSPs shall enable a scheme to use OTP based Re-verification of mobile subscribers using SMS and / or IVRS or on their mobile app. An illustrative re-verification process for a subscriber having more than one mobile numbers, of which one number MI is registered with Aadhaar, is given below:

- i. Subscriber sends Aadhaar Number and his Aadhaar registered mobile number (say M1) from the mobile number (say M2) to be verified to designated number of Telecom operator
- ii. Telecom operator will perform Demographic Authentication to verify if subscriber's mobile number M1 is registered with given Aadhaar Number
- iii. If the Demographic Authentication is unsuccessful, Telecom operator shall inform the subscriber that the given mobile number is not registered with Aadhaar and therefore verification cannot be done through OTP. The subscriber shall be advised to either update his / her mobile number with Aadhaar to perform verification through OTP or do the verification through biometric authentication with Telecom operator.
- iv. If the Demographic Authentication is successful, OTP generation request will be sent by Telecom operator (AUA) to UIDAI. Aadhaar OTP will be sent by UIDAI to M1
- v. Telecom operator will inform M2 that Aadhaar OTP is sent to M1 and M1 shall send Aadhaar OTP and M2 to designated number of Telecom operator to complete the verification process
- vi. M1 sends Aadhaar OTP and M2 to designated number of Telecom operator
- vii. e-KYC details are captured
- viii. Process is completed after e-KYC and notification is sent to M1 and M2 giving details of both the mobile numbers, name of the subscriber and last 4 digits of Aadhaar number

In case of re-verification of Aadhaar registered mobile number (M1), Aadhaar OTP verification process will be done using same number(M1).

TSPs shall prepare an appropriate scheme based on above and obtain UIDAI's approval before implementing the OTP based re-verification.

This shall be an alternative process to the already existing process issued vide letter nos. 800-26/2016-AS.II dated 23.03.2017, 800-29/2010-VAS (Vol. I) dated 15.06.2017 and 800-26/2016-AS.II dated 22.09.2017.

2.2 Iris based biometric authentication: DoT vide its circular dated 16.08.2016 had given instructions to TSPs for using fingerprint or iris biometric devices for performing Aadhaar authentication. Though, most residents are able to verify their identity using fingerprint authentication, few residents, owing to poor fingerprint quality, disability or old age, are reportedly facing problems with fingerprint authentication. Therefore, the telecom operators are directed to deploy iris devices at appropriate number of service points and ensure that subscribers have access to iris based authentication within a reasonable geographical distance.

3. In the existing process of SIM re-verification and issuance of the new SIM in the agent assisted biometric Aadhaar authentication, e-KYC data of the subscriber including photograph is visible to the agent of Telecom operator. It shall now be ensured by telecom operators that the e-KYC details of the subscriber, viz., photograph, Date of Birth, Gender and Full Aadhar number of the subscriber are not made visible to the agent and the data shall not be stored on the agent's device. Only Name of the subscriber & Address as received from UIDAI should be displayed to subscriber along with Sl. No. 6 to 17 of 'Application Form for Re-verified mobile connection using e-KYC Process' [Annexure-I of DoT instructions no. 800-26/2016-AS.II dated 23.03.2017]. For Outstation Customers, Local Reference Details and Present Local Residential Address should be displayed for tele-verification.

4. Subscribers are facing difficulties in re-verifying their mobile numbers which have been issued from other Licensed Service Areas (LSAs). In order to address this difficulty, TSPs shall allow subscribers of any LSA to re-verify through Aadhaar OTP or their biometrics. TSPs may also allow the subscribers to change their address to the address mentioned in Aadhaar card.
5. In addition to the above, TSPs may organise door-to-door campaigns and camps for re-verification of their existing mobile subscribers to meet the timeline set in the order of the Supreme Court.
6. **Re-verification at subscribers' doorstep:** Some mobile subscribers, due to factors such as age, disability and chronic illness are not able to visit the TSPs' service points for biometric authentication. The TSPs should provide the facility for verification of residents at their doorstep. TSPs should provide an online mechanism (through website, etc.) for people to request such service and based on availability schedule the visit and perform mobile re-verification to the doorstep.
7. As per section 8(2)(a) and 8(3)(b) of Aadhaar Act 2016, TSPs are required to inform him/her the purpose for the authentication and take consent of the subscriber for doing the authentication for the said purpose. Therefore other services of the telecom operators like DTH, broadband, bank payment, etc. shall not be bundled with Aadhaar verification of the subscriber, which is being done as per the order of the Hon'ble Supreme Court.
8. Further, TSPs shall implement a notification process for the subscribers to inform the subscriber that his/her Aadhaar authentication is used only for issuance of new mobile number or re-verification, as the case may be, for which he/she has provided consent. Details such as name, masked Aadhaar number, transaction date and time etc. shall be sent to the subscriber's mobile.
9. These instructions containing procedures and clarifications are issued in order to effectively implement the order of the Hon'ble Supreme Court. TSPs are requested to expedite compliance of these instructions which shall come into effect from the date of issue of this letter. TSPs will carry out media publicity to inform subscribers of the above measures.

Clock
23/10/2017
(Vivek Srivastava)
Director(AS-II)

Copy to:

1. Secretary, TRAI, New Delhi
2. Secretary, Ministry of Electronics & IT, New Delhi
3. CEO, UIDAI, New Delhi
4. Sr. DDG (TERM), DoT HQ, New Delhi
5. All Sr. DDGs TERM LSAs
6. JS (IS-I), MHA, New Delhi
7. ACT/COA/AUSPI

Government of India
Ministry of Communications
Department of Telecommunications
(Access Services Wing)
12th Floor, Sanchar Bhawan, 20 Ashoka Road, New Delhi – 110 001.

File No: 800-26/2016-AS.II

Dated: 17.10.2017

Office Memorandum

Subject: Record of discussions of the Meeting held on 05.10.2017 regarding Challenges faced by Telecom Service Providers in Subscriber Verification/Re-verification due to changes made by UIDAI in Aadhaar Setup & Authentication Ecosystem.

Please find enclosed herewith a copy of the Record of discussions of the meeting held on 05.10.2017 on the above mentioned subject.

This is issued with the approval of Secretary (Telecom).

Alivick

(Vivek Srivastava)
Director (AS-II)
Tele No.: 011-23036869

To,

1. CEO, UIDAI, New Delhi
2. CEOs of all Telecom Service Providers
3. COAI/AUSPI

Record of discussions of the Meeting held with UIDAI and Telecom Service Providers on 05.10.2017 regarding Challenges faced by Telecom Service Providers in Subscriber Verification/Re-verification due to changes made by UIDAI in Aadhaar Setup & Authentication Ecosystem.

A meeting was held on 05.10.2017 under the Chairpersonship of Secretary(Telecom) in the Committee Room, 2nd Floor, Sanchar Bhawan, New Delhi, with UIDAI and Telecom Service Providers(TSPs) on the above subject and to discuss the way forward in implementing the Orders of the Hon'ble Supreme Court regarding re-verification of all mobile subscribers by February,2018. The list of participants is enclosed as Annexure-I.

2. Secretary(Telecom) welcomed the participants and intimated that various enhancements in the security features in Aadhaar authentication have been done by UIDAI in view of the security and policy compulsions. She also stressed upon the need for timely implementation of Hon'ble Supreme Court order. Moreover, various difficulties being faced by the consumers in Aadhaar authentication process also need to be resolved, viz., difficulties related to mismatch of biometric, visit of persons with disabilities/old age persons to POS of TSPs, etc.
3. CEO, UIDAI intimated that UIDAI is presently handling 6 crore authentications of Aadhaar per day out, of which about 2 crore are unique transactions. He intimated that various security features like usage of registered devices, Hardware based Security module and Aadhar Data vault, etc., are being incorporated in the Aadhaar authentication process because of the security considerations and also as per the directions of the Hon'ble Supreme Court, wherein, it has been directed that proper measures should be taken so that there is no chance of leakage of Aadhaar data. He also suggested various steps for re-verification for old and physically challenged people like door-step service delivery, IRIS based verification/re-verification for those who are not able to verify by finger prints and use of OTP based re-verification.
4. The issue of levying of licence fees and deposition of bank guarantees was discussed. CEO, UIDAI intimated that UIDAI is a public authority for doing public service and not for making any profit. The licence fees and the bank guarantees are of very nominal amount which have been levied not only to TSPs but to all ASAs, AUAs and KUAs so that only serious players enter in the authentication process. Secretary(Telecom) observed that since this was a very nominal amount and the fact that the same has already been paid by most of the TSPs, the issue need not be discussed further.
5. M/s. Idea intimated that Service Level Agreement (SLA) with UIDAI should be done in respect of the services that are being given to the TSPs. There are frequent disruptions which affect not only the re-verification process but also sale of new mobile connections. CEO, UIDAI intimated that he would look into the matter.

Qwek

6. The TSPs intimated that various problems were being faced in upgradation to Registered Devices (RD) like dependence on device vendors, instability of certain make of devices, etc. Hence, the Non-RD Authentication Charges which have been levied by UIDAI as a financial disincentive with effect from 01.08.2017 for authentication from unregistered devices should be waived off and the date of registering of devices may be extended to 01.11.2017. CEO, UIDAI requested the TSPs to give their representation in this regard so that the same can be examined by the Authority.

7. The TSPs intimated that UIDAI has approved vendors for the biometric devices which are very small companies and TSPs have to rely on these small vendors for upgradation of their devices. They requested UIDAI to allow them to register as vendors or let them choose their vendors. CEO, UIDAI intimated that there is no bar on entry of vendors for registering their devices. Any vendor who has devices complying with the UIDAI approved specifications, can register with UIDAI as a vendor for the registered devices.

8. The TSPs also mentioned about the apprehension of the general public for giving their biometrics for re-verification to a TSP and requested that communication to the public should also be issued by DoT in the newspapers to ward off their fears in this regard. Secretary(Telecom) said that the same shall be considered by DoT.

9. TSPs mentioned that there are no guidelines for re-verification of bulk customers and NRIs. It was assured that issue of re-verification of bulk customers and NRIs through E-KYC process shall be examined in the Department. TSPs also requested that the requirement of local reference for outstation subscribers should be done away with. It was intimated that the requirement of local reference has been incorporated in accordance with the requirements of Law Enforcement Agencies (LEAs) only after detailed deliberations with Ministry of Home Affairs.

10. The TSPs requested that the deadline given by the Hon'ble Supreme Court for re-verification should be got extended in view of the delay in registering the devices due to various circulars regarding upgradation of the Biometric devices. The same were issued by UIDAI very recently and some of the guidelines like re-verification of out-station and roaming subscribers were also issued at a later date. It was intimated that the TSPs must make all out efforts to complete the process well in time by Feb., 2018 and any slippage due to genuine difficulties will be looked into at an appropriate time.

11. The meeting ended with a vote of thanks to the Chair.

Q. Vivek

Annexure-I

List of Participants of the Meeting held on 05.10.2017

DoT:

S.No.	Name & Designation	Company
1.	Smt. Aruna Sundararajan, Secretary (Telecom)	DoT
2.	Sh. G.K. Upadhyay, Member(T)	DoT
3.	Sh. P.K.Mittal	DoT
4.	Sh. Arvind Chawla, DDG(AS)	DoT
5.	Sh. S.K. Gupta, DDG(AS-I)	DoT
6.	Sh. Vivek Srivastava, Dir(AS-II)	DoT

UIDAI:

S.No.	Name & Designation	Company
1.	Dr. A.B.P. Pandey, CEO	UIDAI
2.	Sh. Rupinder Singh, DDG(Auth.)	UIDAI
3.	Sh. Yashwant Kumar, ADG	UIDAI

COAI/AUSPI/TSPs:

S.No.	Name & Designation	Company
1.	Sh. Rajan S Mathews, DG	COAI
2.	Ms. Vertika Misra, Sr. Director	COAI
3.	Ms. Chandra Kak, Manager	AUSPI
4.	Sh. Anupam Shrivastava, CMD	BSNL
5.	Sh. R.K.Mittal, Director CCM	BSNL
6.	Sh. Sanjay Kumar, PGM	BSNL
7.	Sh M K Shrivastava, Addl GM(Regn)	BSNL
8.	Sh. Ravi Gandhi, CRO	Bharti Airtel
9.	Sh. Sameer Chugh, Director-Legal & Reg.	AIRTEL
10.	Sh. Dhananjay, GM	AIRTEL
11.	Sh. Sundeep Kathuria, EVP-Vodafone	VODAFONE
12.	Sh. Mandeep, EVP-Vodafone	VODAFONE
13.	Sh. Sanjeev Arora, VP	Vodafone
14.	Sh. Mahipal Singh, VP	RJIL
15.	Sh. Anoop Sharma , GM	RJIL
16.	Sh. Rahul Vatts, Sr.VP	IDEA

Vivek

17.	Sh. Ashish Jain, VP-Prepaid	IDEA
18.	Sh. Navanit Narayan, CSDO	IDEA
19.	Sh. Sanjeev Kumar, Director(Tech)	MTNL
20.	Sh. Ajay Negi, GM(IT)	MTNL
21.	Sh. Vipul Saurabh, National Head	AIRCEL
22.	Sh. Sachin Kr Das , VP	AIRCEL
23.	Sh. Hemant Coomar, AVP	AIRCEL
24.	Sh. Suresh K Barua, S Manager, IT	AIRCEL
25.	Sh. Pankaj Sharma, CCAO	Telenor
26.	Sh. Sunil Tandon, President –CCRA	TTL
27.	Sh. Sunil Batra, VP	TTL
28.	Sh. Piyush Gautam, DGM, CSP	TTL
29.	Sh. Muddasar Altaf, Dy Director	MTS(SSTL)
30.	Sh. Ankush Julka, Asst. Director	MTS(SSTL)
31.	Sh. Ashish Garg, Sr. Manager	R COM

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Government of India
Ministry of Communications
Department of Telecommunications
Access Services-II, 1202, Sanchar Bhawan, Ashoka Road, New Delhi-110 001

F.No.800-26/2016-AS-II

Dated 04.10.2017

Meeting Rescheduling Notice


Subject: Rescheduling of Meeting on 'Challenges faced by Telecom Service Providers in Subscriber Verification/Re-verification verification due to changes made by UIDAI in Aadhaar Setup & Authentication Ecosystem'.

The meeting to be held under the Chairpersonship of **Secretary(Telecom)** on the above mentioned subject at 11:00 hrs on 05.10.2017 has now been **rescheduled for 11:30 hrs on 05.10.2017**. The details are given below:

Venue: Committee Room, 2nd Floor, Sanchar Bhawan.

Date & Time: 05.10.2017 & 11:30 AM

2. It is requested to kindly make it convenient to attend the meeting. A line of confirmation is also requested.


04/10/2017
(Vivek Srivastava)
Director(AS-II)
Tele No.011-23036869

To

- (1) The Chairman, UIDAI, New Delhi.
- (2) CMD, BSNL/MTNL.
- (3) CEOs of all Telecom Service Providers.

Copy to :

1. Sr. PPS to Secretary(T).
2. Sr. PPS to Member (T).
3. PS to DDG(AS)/ PS to DDG(AS-I).
4. Shri P.K. Mittal, Deptt. Of Telecom.

Brief of Issues for Discussion in the Meeting on 05.10.2017 with UIDAI & TSPs

Issues	Submission by the Telecom Industry	Views of DoT
<p>1. Revised terms and financial conditions introduced by UIDAI regarding charging of licensee fees, bank guarantees and schedule of financial disincentives for providing Aadhaar Authentication services.</p> <ul style="list-style-type: none"> • License fees for AUA & KUA agencies - Rs 20 lakh for 2 years. • License fees for ASA agencies - Rs 1 Crore for 2 years. • Bank guarantees for AUA & KUA agencies- Rs 25 lakhs for 10 years • Bank guarantees for ASA agencies- Rs 50 lakhs for 10 years. <p>{AUA-Authentication User Agency-a requesting entity using Yes/No Authentication KUA-e-KYC User Agency-an entity which is an AUA as well as uses eKYC Authentication facility ASA-Authentication Service Agency-an entity for providing necessary infrastructure for network connectivity for enabling authentication to AUA/KUA }</p> <p>Note: The telecom operators are also registered as AUA/KUA with UIDAI and are either themselves ASA or avail services from ASAs for e-KYC authentication services for issuing mobile connection to their subscribers.</p>	<ul style="list-style-type: none"> • These are imposed by UIDAI unilaterally without holding any consultation with the Stakeholders. • The Telecom Sector is already under severe financial constraints and wants UIDAI to do away with these License fees/Bank Guarantees. 	<p>It is learnt that most of the telecom operators have submitted the license fees and bank guarantees to UIDAI. This issue need not be further deliberated. Further UIDAI may be asked to consult all stakeholders if any amendment to these conditions are made in the future.</p>

<p>2.</p>	<p>Challenges faced by TSPs due to changes made by UIDAI in Aadhaar Setup and Ecosystem viz.,</p> <p>(i) Upgradation of biometric devices to registered devices,</p> <p>(ii) Introduction of Hardware based Security Module.</p>	<p>Any change/upgradation especially which involves IT system(s) and related development requires time for build-up and testing and there is dependency on external entities. UIDAI has set very tight deadlines for implementation. Further, levying of financial disincentive is not justifiable.</p> <p>(i) Upgradation of biometric devices depends upon the device vendors.</p> <ul style="list-style-type: none"> • All TSPs have already integrated the Auth API 2.0 and eKYC API 2.1 and testing is under progress which involves resolving all bugs in coordination with the device vendors. • New changes like capturing of Device Serial No. and Content transfer Encoding changes at XML in the Registered Devices service were suggested as late as July 21, 2017 necessitating a revised built & accordingly the testing which was underway with some of the Device vendors got postponed till the revise built was made available. • Levying of financial disincentives in this case is not justifiable. <p>(ii) For HSM, resources are arranged through third party vendors. As deploying post successful testing in existing setup will require time. Additional extension of 4 weeks may be provided.</p>	<p>(i) For upgradation of biometric devices, there is dependency on 3rd party vendors. Hence imposition of disincentive on TSPs may be reconsidered by UIDAI.</p> <p>(ii) Request for extending timelines may be considered by UIDAI.</p>
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	(iii) Introduction of Aadhaar Data Vault	(iii) UIDAI has introduced a concept of reference key mapped to Aadhaar number through tokenization. There is a need to discuss this requirement of UIDAI in detail.	(iii) Exact requirement of UDIAI needs some deliberation and timelines may be set after examining feasibility of such requirement.
3.	Timelines for implementing the changes introduced by UIDAI in Aadhaar Setup and Authentication Ecosystem and financial disincentive associated with them:	Timelines for incorporating critical changes should be set in consultation with the stakeholders and there should be no financial disincentive for the TSPs for not being able to achieve the present unrealistic timelines as there is dependency on external entities.	The submission of Telecom industry may be considered by UIDAI.
4.	Levying of 'per transaction charge' on Authentication by UDIAI in future:	<ul style="list-style-type: none"> • UIDAI is considering levying of 'per transaction' charges. It is totally unreasonable. • Any such move would be counterproductive and would not be aligned to the Govt's vision of Digital India and ease of doing business. • All stakeholders, including the DoT (Licensor), TSPs (Licensees) should be consulted by the UDIAI before taking such critical decisions. 	<ul style="list-style-type: none"> • This may have serious financial implications as more than 80 crore subscribers will have to be re-verified in the coming months. • The cost of such financial charges will have to borne by the telecom sector which is already under serious financial stress.

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**Government of India
Ministry of Communications
Department of Telecommunications
(Access Services Wing)
1202, Sanchar Bhawan, Ashoka Road, New Delhi**

File No: 800-26/2016/AS.II

Dated: 25.09.2017

Meeting Notice

Subject: Challenges faced by Telecom Service Providers in Subscriber Verification/Re-verification due to changes made by UIDAI in Aadhaar Setup & Authentication Ecosystem -regarding

The undersigned is directed to convey that **Secretary (Telecom)** will chair a meeting to discuss the challenges and constraints faced by the Telecom Service Providers in subscriber verification/re-verification due to changes made by UIDAI in Aadhaar setup and Authentication Ecosystem. The venue & date/time are as below:

Venue: **Committee Room, 2nd Floor, Sanchar Bhawan.**

Date/Time: **05.10.2017 & 11:00 AM.**

2. It is requested to kindly make it convenient to attend the meeting. A line of confirmation is also requested.


(Prashant Verma)

ADG (AS-II)

Tele No.: 011-23354042/23036580

To

- (1) The Chairman, UIDAI, New Delhi.
- (2) CMD, BSNL/MTNL.
- (3) CEOs of all Telecom Service Providers.

Copy to:

- (1) Sr. PPS to Secretary (T).
- (2) Sr. PPS to Member (T).
- (3) PS to DDG (AS).
- (4) Shri P.K. Mittal, Deptt. of Telecom.

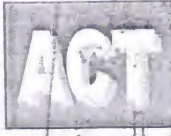
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Sr. DG (AS)

@Law's
11.9.2017

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Dir (AS-II)

Apex Advisory Council for Telecom in India

14 Bhai Veer Singh Marg, New Delhi-110001; Tel: +911123349275; Fax: +911123349276/77; E-mail: act@coai.in

ACT/2017/028
September 08, 2017

✓ **Shri G.K. Upadhyay**
Member – T
Department of Telecommunications
Sanchar Bhawan, 20, Ashoka Road
New Delhi – 110001

Subject: Subscriber Verification Issues faced due to UIDAI Requirements

Dear Sir,

1. This is with reference to the Aadhaar based e-KYC re-verification exercise being carried out by the TSPs across the country.
2. It is important to note that UIDAI plays a very important role in this entire exercise as the TSPs have to continuously fetch data from the UIDAI server and also coordinate with them on various activities.
3. We would like to bring to your notice that in the last couple of months, UIDAI has introduced various changes in the setup and Aadhaar ecosystem. While we welcome the steps taken by the Authority to increase the security aspect, any change/upgradation especially which involves IT system(s) and related development requires time for build-up and testing. It is pertinent to note that Telecom industry is availing the Aadhaar setup very exhaustively and the sheer volumes of transactions everyday are unprecedented. Any new change, if not done properly, will adversely impact millions of customers' user experience. It is also important to note that as per the Department's instructions dated March 23, 2017, Hon'ble Supreme Court has directed to re-verify all existing mobile customers through the Aadhaar based bio-metric setup in very short period of time.
4. We wish to submit that most of the changes that the Authority has initiated had very tight deadlines for implementation and some have financial disincentives associated with them, if not complied within the stipulated timelines. While, few of the deadlines were extended, which clearly shows that such changes require sufficient time, there are instances where the extension provided was not sufficient enough to implement and stabilize the new process of implementation.
5. Details of these challenges and constraints faced by the Industry are mentioned in Annexure – 1.

A Joint Industry Initiative supported by:

COAI



ADG (AS-II)

12/9/17



6. We wish to place on record that no consultation is done by the Authority prior to coming out with such critical changes. The telecom industry is one of the biggest impacted party of these changes and while we completely agree with the necessity of these, it is of equal importance that a consultative approach is taken by the Authority.
7. In addition to the above, Authority is considering levying of 'per transaction' charges. We find it totally unreasonable that after mandating License Fee, the Authority is considering levying of 'per transaction' fee. We wish to submit that any such move would be counterproductive and would not be aligned to the Govt's vision of Digital India and ease of doing business.
8. It has been noticed that in the past 3-4 months, multiple changes have been made by UIDAI and the TSPs have to undergo repeated changes in their IT systems.
9. We request DoT to kindly take up these issues with UIDAI for their early resolution as they are becoming a hindrance in the process of e-KYC based subscriptions and re-verification.
10. Submissions:
 - All stakeholders, including the DoT (Licensor), TSPs (Licensees) should be consulted by the Authority before taking such critical decisions.
 - There should be no reason to put additional financial conditions like Bank Guarantees currently or per transaction charges etc. in future.
 - Timelines for incorporating critical changes shall be set in consultation with the stakeholders.
 - There shall be no financial disincentive for the TSPs for not being able to achieve the present unrealistic timelines as there is dependency on external entities.
11. Further, we request that a joint meeting between DoT, UIDAI and TSPs be scheduled at an early date to discuss the way forward on these issues.

We hope our above inputs will merit your kind consideration.

Sincerely,



RAJAN S. MATHEWS
DIRECTOR GENERAL – COAI



ASHOK SUD
SECRETARY GENERAL – AUSPI

CC : Shri P.K. Mittal, Sr. DDG (AS- I), DoT

A Joint Industry Initiative supported by:



a. **Upgradation to Authentication API 2.0, eKYC API 2.1 and usage of Registered Devices (RD):** The onus of RD services solely lies with the device vendors. The TSPs have procured or entered into commercial agreements for devices with various vendors well ahead of the change introduced by the Authority. While every TSP has worked overtime to achieve the Auth2.0 and eKYC2.1 versions, dependency on device vendors to get the registered device certification and making it available for all the existing devices is a key dependency. In addition, smooth implementation with TSPs application is a time consuming process and cannot be rushed as it will adversely impact customer experience. We wish to submit that all TSPs have already integrated the Auth API 2.0 and eKYC API 2.1 and testing is under progress which involves resolving all bugs with coordination with the device vendors. In this regard, we need to bring to your notice the following points:

- i. New changes like capturing of Device Serial No. and Content transfer Encoding changes at XML in the RD service were suggested as late as July 21, 2017 necessitating a revised built & accordingly the testing which was underway with some of the Device vendors got postponed till the revise built was made available.
- ii. Different process being adopted by each of the vendor leading to complicated application build up and complexities in training the users on the ground. For e.g. one device vendor had adopted an OTP based process for first time device registration, while another was just plug and play.
- iii. There were challenges encountered on the availability of UIDAI Prod server i.e. unplanned downtimes even after August 1, 2017.

Basis the above, we feel that levying of financial disincentive is not justifiable and humbly seek a lenient view of the same.

b. **Introduction of HSM (Hardware based Security Module):** This is with reference to the circular issued by the Authority, dated June 22, 2017 on Implementation of HSM. We would like to state that being a new and unplanned requirement, arranging resources through third party vendors and deploying post successful testing in existing setup will require time. Our members are confident that they would be able to overcome the challenges and would be in a position to achieve the desired results. However, owing to activities being sequential in nature, achieving the tight deadline of August 31, 2017 seems improbable. It is humbly submitted that an additional extension of 4 weeks be provided.

c. **Introduction of Aadhaar Data Vault:** This is with reference to the circular no. 11020/205/2017 dated July 25, 2017 wherein the Authority has shared the introduction of a concept of reference key mapped to Aadhaar number through

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tokenization. While, this would be a major security enhancement for Aadhaar holder(s), to implement the system at TSPs end would require additional development, resources and may even require architectural changes. Hence, there is a need to discuss this requirement in detail.

- d. **Introduction of License Fee And Bank Guarantee:** Industry is already under severe financial constraints and to demand Bank Guarantees from well-established telecom operators which are serving millions of customers seems unreasonable. The Authority is demanding the period of Bank Guarantee as 10 years which is unheard of. Our earlier representation in this regard is enclosed for your ready reference.

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Apex Advisory Council for Telecom in India

14 Bhai Veer Singh Marg, New Delhi-110001; Tel: +911123349275; Fax: +911123349276/77; E-mail: act@coai.in

ACT/2017/021
July 17, 2017

Shri P. K. Mittal
Sr. DDG (AS)
Department of Telecommunications
Sanchar Bhawan, 20, Ashoka Road
New Delhi - 110001

**Subject: Revised terms and financial conditions from the
Unique Identification Authority of India (UIDAI)**

REFERENCE: UIDAI CIRCULARS DATED MAY 31, 2017 AND JUNE 30, 2017

Dear Sir,

1. This is with reference to the aforementioned UIDAI circular dated May 31, 2017 vide which it has issued revised AUA/KUA/ASA Agreements v4.0 along with the proposals for charging of License Fees, Bank Guarantee and schedule of financial disincentives for providing Aadhaar authentication services. Copies of the circulars issued by UIDAI are enclosed for your ready reference.
2. The Circulars require existing AUA/KUA/ASAs to agree with the revised terms and clauses of the AUA/KUA/ASA agreement and deposit non-refundable License Fee and Bank Guarantee latest by August 31, 2017, failing which the authentication services will be terminated by the UIDAI. The amount of License Fee and Bank Guarantees required to be deposited varies upto INR 1 Crore (for 2 years) and INR 50 Lakhs, respectively. Additionally, it is learnt from our member operators that UIDAI is also mulling over charging a transaction charge from TSPs for each authentication transaction.
3. Bank Guarantees are required only in cases where the credibility of onboarding entity is not ascertained or the principle party wants to cover the risk of failed payments. We believe that both DoT and UIDAI would appreciate and understand that either of the above factors are not in question considering the size of operations and nature of business for the Telecom Operators. Hence the Bank Guarantee should not be required to pay for organizations of repute.
4. Pre-production environment is primarily a testing environment (Test Bed) where basic testing needs to be performed before making changes in the production environment. Here payments are also being demanded for connecting to the Pre-production facility which will be valid only for 3 months. This is in addition to the Licensee Fees payments for using the Production

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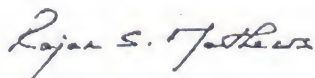


environment. There is no reason why Pre-production environment fees should be paid separately as for any production deployment testing is a very basic need. Quite frequently, the requirement of testing comes from UIDAI itself, for e.g. change in API or launch of RD's etc hence payment of such high costs for pre-production is unwarranted.

5. In this regard, we would like to submit that the telecom operators are also registered as AUA/KUA with UIDAI and are either themselves ASA or avail services from ASAs for e-KYC authentication services for issuing mobile connection to their subscribers. **It is pertinent to note that these additional obligations even on existing AUA/KUA/ASAs are imposed by the UIDAI in a unilateral manner and without holding any consultation process with the stakeholders.**
6. Industry is really surprised to see these requirements prescribed shortly after the instructions from DoT to complete 100% e-KYC based re-verification of all existing subscribers by February 06, 2018 to comply with the Order passed by the Hon'ble Supreme Court. This is like a double whammy for the telecom industry wherein on one hand, the industry is mandated for completing 100% e-KYC based re-verification of all existing subscribers and on the other hand compelled to pay for the services enabling such re-verification.
7. Needless to mention, the Government is taking lot of initiatives in the spirit of ease of doing business and bringing down the cost of providing services and identifying areas where policy reforms and strategic interventions for telecom sector are required especially at a time when industry is already under heavy huge financial constraints. We are concerned that the requirements raised by UIDAI would jeopardize the efforts of the Government and the industry that is working earnestly and committed to build the device ecosystem sufficient enough to cater to the re-verification requirements.
8. In view of the above, we request DoT to kindly intervene in the matter and support the telecom industry for doing away with the revised requirements such as the payment of License Fee and submission of Bank Guarantees, as prescribed by the UIDAI vide its circular dated May 31, 2017.

We are confident that we will get all the required support from the Government and the UIDAI for this and assure that a reconsideration of giving relief on above facts will enable both the industry and the Government to continue work in the best interests of the consumers and the industry as a whole.

Regards,



RAJAN S. MATHEWS
DIRECTOR GENERAL – COAI



ASHOK SUD
SECRETARY GENERAL – AUSPI

CC : Smt. Aruna Sundarajan, Secretary, DoT
: Shri G.K. Upadhyay, Member – T, DoT
: Ms. Anuradha Mitra, Member – F, DoT
: Shri. Rupinder Singh, Deputy Director General, UIDAI

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14 Bhai Veer Singh Marg, New Delhi-110001; Tel: +911123349275; Fax: +911123349276/77; E-mail: act@coai.in

ACT/2017/021
July 17, 2017

Shri P. K. Mittal
Sr. DDG (AS)
Department of Telecommunications
Sanchar Bhawan, 20, Ashoka Road
New Delhi - 110001

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COAI

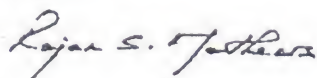


environment. There is no reason why Pre-production environment fees should be paid separately as for any production deployment testing is a very basic need. Quite frequently, the requirement of testing comes from UIDAI itself, for e.g. change in API or launch of RD's etc hence payment of such high costs for pre-production is unwarranted.

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We are confident that we will get all the required support from the Government and the UIDAI for this and assure that a reconsideration of giving relief on above facts will enable both the industry and the Government to continue work in the best interests of the consumers and the industry as a whole.

Regards,



RAJAN S. MATHEWS
DIRECTOR GENERAL – COAI



ASHOK SUD
SECRETARY GENERAL – AUSPI

CC ✓ Smt. Aruna Sundarajan, Secretary, DoT
: Shri G.K. Upadhyay, Member – T, DoT
: Ms. Anuradha Mitra, Member – F, DoT
: Shri. Rupinder Singh, Deputy Director General, UIDAI

A Joint Industry Initiative supported by:



F-No. K-11022/630/2017/UIDAI (Auth-II)
Unique Identification Authority of India
(Authentication Division)

9th Floor, Tower I, Jeevan Bharati Building,
Connaught Circus, New Delhi-110001

Dated: 30¹⁵ June, 2017


Circular

UIDAI, vide circular no:11022/630/2017/UIDAI (Auth-II) dated 31st May 2017 have issued revised AUA/KUA /ASA Agreements v4.0 along with the proposal for charging of License Fees, Bank Guarantee and schedule of financial disincentives for providing Aadhaar authentication services.

2) The circular specified that if an existing AUA/KUA/ASA, in either pre-production or production or both environments, continue to use Aadhaar Authentication services beyond 15th June 2017, it will be deemed to have agreed to the terms and clauses of the AUA/KUA/ASA Agreement v4.0 and shall be required to deposit the License Fee and Bank Guarantee by 30th June 2017.

3) A number of representations have been received from AUA/KUA/ASA entities in response to the circular dated 31st May 2017 requesting for extension of time limit for depositing Bank Guarantee and License fee.

4) The matter have been examined and the date for submitting of Bank Guarantee and License Fee by the AUAs/KUAs/ASAs is extended upto 31st August 2017. It may be noted that in case of non-compliance by the said date, the services will be terminated without any further notice. The other conditions mentioned in the circular dated 31st May 2017 remains unchanged.


(Virender Prasad) 30/6/17
Assistant Director General (Auth.)

F. No. K-11022/630/2017-UIDAI (Auth-II)
Unique Identification Authority of India
Government of India

9th Floor, Tower I,
Jeevan Bharati Building
Connaught Circus
New Delhi - 110001

Dated: 31st May 2017

CIRCULAR

The Aadhaar (Authentication) Regulations, 2016 under the Aadhaar Act, 2016 have been notified on 12th September 2016. Regulations 12, 24 and 25 of ibid Regulations provide for appointment of Authentication User Agencies (AUAs), e-KYC User Agencies (KUAs) and Authentication Service Agencies (ASAs), provisions for continuation of existing entities and imposition of disincentives for contravention of provisions of the Aadhaar Act, 2016 and its Regulations, Agreements etc.

2. The Authority in exercise of the provisions of the Regulations 12(1) and 12(2) of Aadhaar (Authentication) Regulations, 2016, has approved the Agreements for the AUAs, KUAs and ASAs to avail Aadhaar authentication services provided by UIDAI. This inter alia includes schedule of disincentives, depositing of bank guarantee, levying of license fees etc. The Agreements viz. Authentication User Agency Agreement v4.0, Authentication Service Agency Agreement v4.0, set of applications and appointment letters are available on UIDAI website.

3. In view of the decisions taken by the Authority, following directions are issued for compliance by AUAs, KUAs and ASAs:

- i. Existing AUAs and KUAs: The entities who have already signed Agreement with UIDAI and are availing authentication service either in pre-production or production or both shall be required under Regulation 24(2) of Aadhaar (Authentication) Regulations, 2016 to fulfill following requirements:
 - a. The entities availing the production environment facility for authentication shall be required to deposit license fees of Rs 20 lakh which shall be valid for 2 years w.e.f 1st June 2017.
 - b. The entities availing pre-production environment facility shall be required to deposit license fees of Rs 5 lakh which shall be valid for 3 months w.e.f 1st June 2017. The entities which desire to continue using pre-production facility beyond 3 months shall be required to renew their pre-production license key after depositing license fees of Rs 5 lakh each time which shall again be valid for a period of 3 months.

If an existing AUA or KUA, in either pre-production or production or both environments, continues to use Aadhaar authentication services beyond 15th June 2017, it shall be deemed to have agreed to the terms and clauses of the AUA Agreement v4.0 and shall be required to deposit the license fees and bank guarantee by 30th June 2017. In case it does not agree with the terms and clauses of the Agreement, it may discontinue use of Aadhaar authentication

services and shall intimate to UIDAI by 15th June 2017 for termination of their Agreement as per Regulations 24(3) and 24(4) of Aadhaar (Authentication) Regulations, 2016.

ii. Existing ASAs: The ASAs who have already signed agreement with UIDAI and are availing authentication service either in pre-production or production or both shall be required under Regulation 24(2) of Aadhaar (Authentication) Regulations, 2016 to fulfill following requirements:

- a. The ASAs availing the production environment facility for authentication shall be required to deposit a license fees of Rs 1 crore which shall be valid for 2 years w.e.f 1st June 2017.
- b. The ASAs availing pre-production environment facility shall be required to deposit license fees of Rs 10 lakh which shall be valid for 3 months w.e.f 1st June 2017. The ASAs which desire to continue using pre-production facility beyond 3 months shall be required to renew their pre-production license key after depositing license fees of Rs 10 lakh each time which shall again be valid for a period of 3 months.

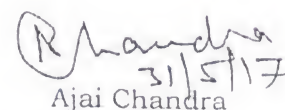
If an existing ASA, either in pre-production or production or both environments continues to use ASA services beyond 15th June 2017, it shall be deemed to have agreed to the terms and clauses of the ASA Agreement v4.0 and shall be required to deposit the license fees and bank guarantee by 30th June 2017. In case it does not agree with the terms and clauses of the Agreement, it may discontinue use of Aadhaar authentication services and shall intimate to UIDAI by 15th June 2017 for termination of their Agreement as per Regulations 24(3) and 24(4) of Aadhaar (Authentication) Regulations, 2016.

4. The above mentioned license fee is non-refundable under any circumstances including but not limited to the event of the entity (AUA/KUA/ASA) closing its business before the period for which fee has been paid or in case the Authority cancels the License / Agreement.

5. UIDAI has received a number of applications for appointment as AUAs and ASAs, which are yet to be approved or pending for Agreement signing. The application fees for such cases shall be returned and these entities will be required to apply afresh as per new format.

6. Bank Guarantee of Rs 25 lakh for AUAs and Rs 50 lakh for ASAs shall be valid for a period of 10 years from the date of signing of the agreement for new entities. In case of existing entities agreeing to continue authentication services, the bank guarantee shall be valid for period of 10 years w.e.f 1st June 2017.

7. The completed Application Form, License Fee and Bank Guarantee alongwith the required documents may be submitted to Deputy Director (Authentication) 9th Floor, Tower-1, Jeevan Bharati Building, Connaught Circus, New Delhi - 110001.


31/5/17
Ajai Chandra

Assistant Director General

Government of India
Ministry of Communications
Department of Telecommunications
(Access Services Wing)

Sanchar Bhawan, 20, Ashoka Road, New Delhi – 110 001

File No: 800-26/2016-AS-II

Dated: 22.09.2017

To

All Unified Licensees (having Access Service Authorization)/ Unified Access Services Licensees/ Cellular Mobile Telephone Service Licensees.

Subject: Re-verification of existing mobile subscribers through Aadhaar based E-KYC process- case of roaming subscribers & roaming outstation subscribers- regarding.

Ref1: Letter(s) no. 800-26/2016-AS.II dated 23.03.2017 & 11.04.2017.

Ref2: Letter no. 800-29/2010-VAS (Vol. I) dated 15.06.2017.

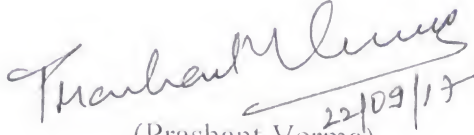
The Department of Telecom is in receipt of various representations/references from Telecom Industry and general public regarding difficulties being faced by the subscribers in re-verification of their mobile connections while on roaming or while having different current residential address from the address mentioned in their Aadhaar.

2. In this regard, the undersigned is directed to convey the approval of competent authority for the following:

- a. Roaming Subscribers: Those subscribers who are having Aadhaar and mobile connection of same Licensed Service Area (LSA) but are roaming in a different LSA shall be re-verified in that roaming LSA through the re-verification process mentioned in instructions dated 23.03.2017 & 11.04.2017 (**Ref1**).
- b. Roaming Outstation Subscribers: Those subscribers who are having Aadhaar and mobile connection of different LSAs (say LSA1 & LSA2) and are currently roaming/residing in another/some other different LSA (say LSA3), shall be treated as roaming outstation subscribers and shall be re-verified in their currently roaming/residing LSA through the re-verification process mentioned in instructions dated 15.06.2017 (**Ref2**).
- c. In re-verification of both the above mentioned cases, it must be ensured by the Licensee that post successful re-verification, the subscriber records get updated

in the database of the home circle network along with the complete details of Point of Sale location where the re-verification activity has taken place.

4. The other terms and conditions of the instructions issued for re-verification process vide above referred letters shall remain unchanged.


(Prashant Verma) 22/09/17
ADG (AS-II)

Copy to:

1. Secretary, TRAI, New Delhi.
2. Secretary, Ministry of Electronics & IT, New Delhi
3. CEO, UIDAI, New Delhi.
4. Sr. DDG (TERM), DoT HQ, New Delhi.
5. All Sr. DDGs TERM LSAs.
6. JS (IS-1), MHA, New Delhi.
7. ACT/COAI/AUSPI.

58/c

Subject: Aadhaar linkage to mobile numbers
To: Aruna Sundararajan <secy-dot@nic.in>

Date: 10/08/17 03:52 PM
From: "Prasanto K Roy (NASSCOM)" <Prasanto@nasscom.in>

image001.jpg (2kB)



2(T)-1-1-

m(T) in meet
Dear Aruna,

ADDG(AS)

This is to bring your attention to the fact that telcos are refusing to link mobile numbers to Aadhaar numbers from a different state or circle.

This was brought to our attention by member companies who have employees from other cities.

For instance a person whose Aadhaar card carries her Kolkata address and now works in Delhi is unable to link it to her Delhi number as Airtel Delhi is saying they cannot link to an out-of-state Aadhaar card.

Aadhaar is a national ID. This action by telcos will prevent > 30% of India's billion-odd mobile users from linking their mobile numbers and could derail DoT's plan to have all mobiles linked to Aadhaar numbers by next year.

Would request the DoT to notify Telcos to accept Aadhaar numbers for mobile linkages without discrimination based on where the Aadhaar card is from.

Thank you and regards,

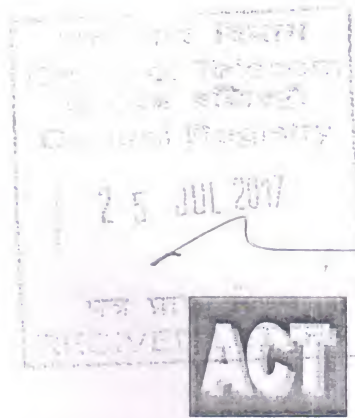
Prasanto

Prasanto K Roy
Vice President
NASSCOM
Head, Domestic Council secretariat
Head, Internet, Mobile & E-commerce Council
nasscom.in | Email: prasanto@nasscom.in
+91-98100-30240 | +91-120-4990144 | @prasanto

#7 sector 126 Noida UP 201303
(opp Amity Univ. gate 2A)
Map: bit.ly/NasscomHO

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ADG(AS-II)
18/8
Dr. As II,
Pr
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25/7/17
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Apex Advisory Council for Telecom in India

14 Bhai Veer Singh Marg, New Delhi-110001; Tel: +911123349275; Fax: +911123349276/77; E-mail: act@coai.in

ACT/2017/022

July 24, 2017

✓ **Shri P K Mittal,**
Sr. DDG – AS
Department of Telecommunications
Sanchar Bhawan, 20, Ashoka Road,
New Delhi – 110 001

Subject: Subscriber Re-verification through Aadhaar based e-KYC during Roaming

REFERENCE: DOT INSTRUCTIONS DATED MARCH 23, 2017 REGARDING E-KYC BASED RE-VERIFICATION OF EXISTING SUBSCRIBERS

Dear Sir,

1. This is with reference to the instructions issued by DoT on re-verification of existing subscribers through Aadhaar based e-KYC.
2. It is pertinent to note that many subscribers travel across circles under roaming and it is highly likely that they may choose to get their mobile number re-verified while they are at some roaming location. As per our understanding, e-KYC based re-verification of any mobile number from any place within the country (including even roaming locations) should be possible till their demographics from UIDAI (Address/PIN CODE) fall within the home location of the MSISDN (Telecom Service Area to which the MSISDN originally belongs to and is part of HLR).
 - **Example-** If a Delhi customer (MSISDN with Delhi as home circle) goes to Mumbai (Roaming Circle) and tries the re-verification of his number from Mumbai. Re-verification will be allowed if his demographics from UIDAI (Address/PIN Code from Aadhaar records) fall under Telecom Service Area of Delhi (Home circle for the MSISDN). If the demographics received from UIDAI (Address/PIN Code from Aadhaar records) do not fall under Telecom Service Area of home circle for the MSISDN, it will be treated as an out station customer.
3. Post successful re-verification, the customer records will get updated in the data base at the home circles only with PoS details of the location where the re-verification activity has taken place. This process meets the requirements of DoT as far as re-verification of subscribers through e-KYC is concerned.

A Joint Industry Initiative supported by:

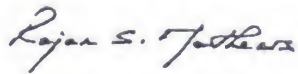


Dir (AS-II)
26/7/17
Pls put up.
ADG (AS-II)



Hence, we request you to kindly inform the TERM Cells accordingly. We submit that the industry is committed to putting their best possible efforts in this exercise and we hope that our above submissions will merit your kind consideration.

Regards,



RAJAN S. MATHEWS
DIRECTOR GENERAL – COAI



ASHOK SUD
SECRETARY GENERAL – AUSPI

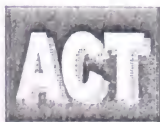
CC : Shri G.K. Upadhyay, Member – T, DoT
: Shri Shivendra Bhatnagar, Sr. DDG – TERM, DoT
: Shri Prashant Verma, ADG (AS-II), DoT

A Joint Industry Initiative supported by:



ADG (HS)
2962/71 on 12/8
-25/8/18

ADG (AS-II)



Apex Advisory Council for Telecom in India

14 Bhai Veer Singh Marg, New Delhi-110001; Tel: +911123349275; Fax: +911123349276/77; E-mail: act@coai.in

ACT/2017/022

July 24, 2017

Shri P K Mittal,
Sr. DDG – AS
Department of Telecommunications
Sanchar Bhawan, 20, Ashoka Road,
New Delhi – 110 001

Subject: Subscriber Re-verification through Aadhaar based e-KYC during Roaming

REFERENCE: DOT INSTRUCTIONS DATED MARCH 23, 2017 REGARDING E-KYC BASED RE-VERIFICATION OF EXISTING SUBSCRIBERS

Dear Sir,

1. This is with reference to the instructions issued by DoT on re-verification of existing subscribers through Aadhaar based e-KYC.
2. It is pertinent to note that many subscribers travel across circles under roaming and it is highly likely that they may choose to get their mobile number re-verified while they are at some roaming location. As per our understanding, e-KYC based re-verification of any mobile number from any place within the country (including even roaming locations) should be possible till their demographics from UIDAI (Address/PIN CODE) fall within the home location of the MSISDN (Telecom Service Area to which the MSISDN originally belongs to and is part of HLR).
 - **Example-** If a Delhi customer (MSISDN with Delhi as home circle) goes to Mumbai (Roaming Circle) and tries the re-verification of his number from Mumbai. Re-verification will be allowed if his demographics from UIDAI (Address/PIN Code from Aadhaar records) fall under Telecom Service Area of Delhi (Home circle for the MSISDN). If the demographics received from UIDAI (Address/PIN Code from Aadhaar records) do not fall under Telecom Service Area of home circle for the MSISDN, it will be treated as an out station customer.
3. Post successful re-verification, the customer records will get updated in the data base at the home circles only with PoS details of the location where the re-verification activity has taken place. This process meets the requirements of DoT as far as re-verification of subscribers through e-KYC is concerned.

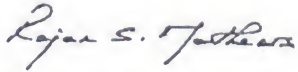
A Joint Industry Initiative supported by:



25/7/17
ADG (AS-II)

Hence, we request you to kindly inform the TERM Cells accordingly. We submit that the industry is committed to putting their best possible efforts in this exercise and we hope that our above submissions will merit your kind consideration.

Regards,



RAJAN S. MATHEWS
DIRECTOR GENERAL – COAI



ASHOK SUD
SECRETARY GENERAL – AUSPI

CC : Shri G.K. Upadhyay, Member – T, DoT
: Shri Shivendra Bhatnagar, Sr. DDG – TERM, DoT
✓ : Shri Prashant Verma, ADG (AS-II), DoT

A Joint Industry Initiative supported by:



MT
8960/7/01/2018 member (T)
25/8/18



Apex Advisory Council for Telecom in India

14 Bhai Veer Singh Marg, New Delhi-110001; Tel: +911123349275; Fax: +911123349276/77; E-mail: act@coai.in

ACT/2017/022
July 24, 2017

Shri P K Mittal,
Sr. DDG - AS
Department of Telecommunications
Sanchar Bhawan, 20, Ashoka Road,
New Delhi - 110 001

MT

Dir (AS-D)

26/7
ADG (AS-D)

Sr. DDG (AS)
25.7.2017

Subject: Subscriber Re-verification through Aadhaar based e-KYC during Roaming

REFERENCE: DOT INSTRUCTIONS DATED MARCH 23, 2017 REGARDING E-KYC BASED RE-VERIFICATION OF EXISTING SUBSCRIBERS

Dear Sir,

Office of Member (I)
25/7/17
FTS.No. 26/7/17
Date

1. This is with reference to the instructions issued by DoT on re-verification of existing subscribers through Aadhaar based e-KYC.
2. It is pertinent to note that many subscribers travel across circles under roaming and it is highly likely that they may choose to get their mobile number re-verified while they are at some roaming location. As per our understanding, e-KYC based re-verification of any mobile number from any place within the country (including even roaming locations) should be possible till their demographics from UIDAI (Address/PIN CODE) fall within the home location of the MSISDN (Telecom Service Area to which the MSISDN originally belongs to and is part of HLR).
 - **Example-** If a Delhi customer (MSISDN with Delhi as home circle) goes to Mumbai (Roaming Circle) and tries the re-verification of his number from Mumbai. Re-verification will be allowed if his demographics from UIDAI (Address/PIN Code from Aadhaar records) fall under Telecom Service Area of Delhi (Home circle for the MSISDN). If the demographics received from UIDAI (Address/PIN Code from Aadhaar records) do not fall under Telecom Service Area of home circle for the MSISDN, it will be treated as an out station customer.
3. Post successful re-verification, the customer records will get updated in the data base at the home circles only with PoS details of the location where the re-verification activity has taken place. This process meets the requirements of DoT as far as re-verification of subscribers through e-KYC is concerned.

A Joint Industry Initiative supported by:



Hence, we request you to kindly inform the TERM Cells accordingly. We submit that the industry is committed to putting their best possible efforts in this exercise and we hope that our above submissions will merit your kind consideration.

Regards,



RAJAN S. MATHEWS
DIRECTOR GENERAL – COAI



ASHOK SUD
SECRETARY GENERAL – AUSPI

CC ✓ : Shri G.K. Upadhyay, Member – T, DoT
: Shri Shivendra Bhatnagar, Sr. DDG – TERM, DoT
: Shri Prashant Verma, ADG (AS-II), DoT

A Joint Industry Initiative supported by:

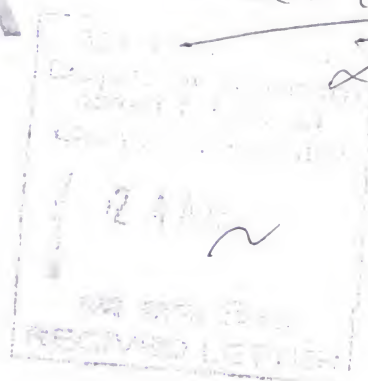


24th August 2017



Dr. (ASU)
Front Office
Scanned & Logged
No. 264364

Director (AS-II),
Access Service Cell,
Department of Telecommunications,
Ministry of Communication,
Sanchar Bhawan,
20, Ashoka Road,
New Delhi – 1100 01.



Subject: Implementation of orders of Hon'ble Supreme Court regarding 100% E-KYC based re-verification of existing mobile subscribers-regarding.

Reference: DoT letter No. 800-26/2016-ASII dated 1st August 2017.

Dear Sir,

Please refer to the above subject matter and your communication dated 01.08.2017.

At the outset, we would like to assure you that Tata Teleservices Limited and Tata Teleservices (Maharashtra) Limited are fully committed to and are in the process of implementing the re-verification of existing subscribers as per the directions of the Hon'ble Supreme Court. We have already taken several steps in this regard including:

1. Development of Re-Verification Application
2. Procurement and validation of Registered Devices
3. Procurement and development of Hardware Security Module
4. Plan for public awareness
5. Initiating discussion with data-only customers, who do not have alternate contact numbers/email ids.

The development and deployment of our software platform has, unfortunately, taken longer than anticipated for a number of reasons. While DoT issued instructions for re-verification of existing subscribers vide letter No 800-26/2016-AS.II dated 23.03.2017 (amended on 11.04.2017), subsequent major changes and enhancements have continued to come in. For example, it is only on 15.06.2017 that DoT issued instructions for re-verification of outstation customers. UIDAI has also been issuing several instructions to enhance security measures to ensure security of transactions as well as end to end traceability during the authentication process. This has impacted the time needed to deploy an integrated re-verification application.

Page 1 of 2

TATA TELESERVICES LIMITED

2-A, Old Ishwar Nagar, Main Mathura Road, New Delhi 110065

Tel.: 91-11-66558666, 66558555 Fax: 91-11-66558908, 66558909 website: www.tatateleservices.com

Registered Office: 10th Floor, Tower 1, Jeevan Bhārati, 124 Connaught Circus, New Delhi-110001

CIN - U74899DL1995PLC066685 E-mail: listen@tatadocomo.com

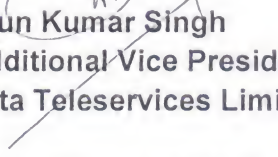
B
ADG(AS-II)
28/8



We expect to be starting the re-verification of existing customers very soon.

Thanking you and assuring you of our best attention.

Yours sincerely,


Arun Kumar Singh
Additional Vice President – Regulatory & Corporate Affairs
Tata Teleservices Limited
&
Authorized Signatory
For Tata Teleservices (Maharashtra) Limited

Mobile No: 9212105677

E-Mail: arunkumar.singh@tatatel.co.in

MAHANAGAR TELEPHONE NIGAM LIMITED
Office of General Manager (IT), Corporate Office
(O/o GM (IT) M D S Sadan 9 GGO Complex New Delhi 110003)

No. MTNL/IT-CO/Aadhaar Based Booking/2016
Dated: 14/08/2017

To

Director (AS-II)
Access Service Cell
DOT, New Delhi


Sub: Implementation of order of Hon'ble Supreme Court regarding 100% e-KYC based re-verification of existing mobile subscribers – reg.

Ref: Your letter no. 800-26/2016-AS II dated 01.08.2017


With reference to above, following is for information please

- 1 To start Aadhaar Enabled Services (e-KYC), in June 2016 MTNL decided for setting up an ASA, AUA and KUA itself and to develop the requisite software/ e-KYC module in-house keeping in view the financial health of MTNL. Accordingly, agreement was signed with UIDAI for ASA, AUA & KUA in Oct-Nov 2016
- 2 The desktop based e-KYC module was developed and made live for booking of new connection at a few Sanchaar Haat as pilot. In the meantime due to the new requirements of UIDAI regarding the registered devices, its implementation was delayed
- 3 In the mean time UIDAI issued a circular conveying charges for using Aadhar services from June 2017 to the tune of Rs 1 crore and 20 lakh as license fee for AUA/ASA services. After weighing the options it was felt that it may not be financially viable for MTNL to carry on as AUA/ASA directly with UIDAI and it was decided to outsource the ASA, AUA, KUA services. Accordingly, a PO has been awarded to M/s CSC e-Government Services India Ltd on July 18, 2017
- 4 Now M/s CSC is developing the e-KYC client for MTNL as per the latest guidelines issued by UIDAI on 25.7.2017. M/s CSC has assured to deliver the same shortly. After this another 15 days will be required to start service.

This issued with the approval of Competent Authority


(Nisha Jain)
SM(IT) CO

182/Dis CAS-II/17
14/8
ADG (AS-II)


14/8

56/C

Government of India
Ministry of Communications
Department of Telecommunications
(Access Services Cell)

12th Floor, Sanchar Bhawan, 20 Ashoka Road, New Delhi – 110 001.

File No: 800-26/2016-AS.II

Dated: 01.08.2017

To

M/s Tata TeleServices Ltd.
2A Old Ishwar Nagar
Main Mathura Road,
New Delhi -110 065

{Kind Attention: Shri Sunil Batra, VP, Corporate Regulatory}

Subject: Implementation of orders of Hon'ble Supreme Court regarding 100% E-KYC based re-verification of existing mobile subscribers- regarding

This is in reference to this office letter of even number dated 23.03.2017 and 11.04.2017 on the above mentioned subject vide which instructions for 100% E-KYC based re-verification of existing mobile subscribers were issued. Further, instructions for re-verification of existing outstation subscribers have been issued vide letter no. 800-29/2010-VAS (Vol.I) dated 15.06.2017.

2. The progress of re-verification activity has been reviewed on the basis of weekly report being submitted by the Licensees. It has been observed that the re-verification exercise has not been started by TTSL even though 4 months have elapsed since the instructions for re-verification were issued for the first time.

3. It may be noted that non-commencement of re-verification exercise may amount to willful disobedience of the directions of Hon'ble Supreme Court. Accordingly, it is once again requested to take immediate necessary action in the matter so that the directions of Hon'ble Supreme Court are complied well within the stipulated time period.

Vivek
01/08/2017
(Vivek Srivastava)
Director (AS-II)

Copy to: Sr. DDG (TERM), DoT HQ for kind information and necessary action please.

Received
Rising
21/8/2017

55/c

Government of India
Ministry of Communications
Department of Telecommunications
(Access Services Cell)

12th Floor, Sanchar Bhawan, 20 Ashoka Road, New Delhi – 110 001.

File No: 800-26/2016-AS.II

Dated: 01.08.2017

To

M/s Reliance Communications Ltd.
Reliance Centre, 'A' - Wing, 3rd Floor,
Maharaja Ranjeet Singh Marg
New Delhi - 110002

{Kind Attention: Shri Amit Mathur, VP, Corporate Regulatory}

Subject: Implementation of orders of Hon'ble Supreme Court regarding 100% E-KYC based re-verification of existing mobile subscribers- regarding

This is in reference to this office letter of even number dated 23.03.2017 and 11.04.2017 on the above mentioned subject vide which instructions for 100% E-KYC based re-verification of existing mobile subscribers were issued. Further, instructions for re-verification of existing outstation subscribers have been issued vide letter no. 800-29/2010-VAS (Vol.I) dated 15.06.2017.

2. The progress of re-verification activity has been reviewed on the basis of weekly report being submitted by the Licensees. It has been observed that the re-verification exercise has not been started by RCOM even though 4 months have elapsed since the instructions for re-verification were issued for the first time.

3. It may be noted that non-commencement of re-verification exercise may amount to willful disobedience of the directions of Hon'ble Supreme Court. Accordingly, it is once again requested to take immediate necessary action in the matter so that the directions of Hon'ble Supreme Court are complied well within the stipulated time period.

Vivek
01/08/2017
(Vivek Srivastava)
Director (AS-II)

Copy to: Sr. DDG (TERM), DoT HQ for kind information and necessary action please. *e*

Received
Shri
02/8/2017
RCOM

54/c

Government of India
Ministry of Communications
Department of Telecommunications
(Access Services Cell)

12th Floor, Sanchar Bhawan, 20 Ashoka Road, New Delhi – 110 001.

File No: 800-26/2016-AS.II

Dated: 01.08.2017

To

M/s Reliance Jio Infocomm Ltd.
D-7, Dhawandeep Building,
6, Jantar Mantar Road,
New Delhi-110001

{Kind Attention: Shri Mahipal Singh, GM, Corporate Regulatory}

Subject: Implementation of orders of Hon'ble Supreme Court regarding 100% E-KYC based re-verification of existing mobile subscribers- regarding

This is in reference to this office letter of even number dated 23.03.2017 and 11.04.2017 on the above mentioned subject vide which instructions for 100% E-KYC based re-verification of existing mobile subscribers were issued. Further, instructions for re-verification of existing outstation subscribers have been issued vide letter no. 800-29/2010-VAS (Vol.I) dated 15.06.2017.

2. The progress of re-verification activity has been reviewed on the basis of weekly report being submitted by the Licensees. It has been observed that the re-verification exercise has not been started by RJIO even though 4 months have elapsed since the instructions for re-verification were issued for the first time.

3. It may be noted that non-commencement of re-verification exercise may amount to willful disobedience of the directions of Hon'ble Supreme Court. Accordingly, it is once again requested to take immediate necessary action in the matter so that the directions of Hon'ble Supreme Court are complied well within the stipulated time period.

Vivek
01/08/2017
(Vivek Srivastava)
Director (AS-II)

Copy to: Sr. DDG (TERM), DoT HQ for kind information and necessary action please.

Shah
02/08/17

53/C

Government of India
Ministry of Communications
Department of Telecommunications
(Access Services Cell)

12th Floor, Sanchar Bhawan, 20 Ashoka Road, New Delhi – 110 001.

File No: 800-26/2016-AS.II

Dated: 01.08.2017

To

M/s Aircel/Dishnet Wireless Ltd.
706, Ashoka Estate, 24,
Barakhamba Road,
Connaught Place, New Delhi-110001

{Kind Attention: Shri Dinesh Bisht, GM, Corporate Regulatory}

Subject: Implementation of orders of Hon'ble Supreme Court regarding 100% E-KYC based re-verification of existing mobile subscribers- regarding

This is in reference to this office letter of even number dated 23.03.2017 and 11.04.2017 on the above mentioned subject vide which instructions for 100% E-KYC based re-verification of existing mobile subscribers were issued. Further, instructions for re-verification of existing outstation subscribers have been issued vide letter no. 800-29/2010-VAS (Vol.I) dated 15.06.2017.

2. The progress of re-verification activity has been reviewed on the basis of weekly report being submitted by the Licensees. It has been observed that the re-verification exercise has not been started by Aircel/DWL even though 4 months have elapsed since the instructions for re-verification were issued for the first time.

3. It may be noted that non-commencement of re-verification exercise may amount to willful disobedience of the directions of Hon'ble Supreme Court. Accordingly, it is once again requested to take immediate necessary action in the matter so that the directions of Hon'ble Supreme Court are complied well within the stipulated time period.

Vivek
01/08/2017
(Vivek Srivastava)
Director (AS-II)

Copy to: Sr. DDG (TERM), DoT HQ for kind information and necessary action please.

52/C

**Government of India
Ministry of Communications
Department of Telecommunications
(Access Services Cell)**

12th Floor, Sanchar Bhawan, 20 Ashoka Road, New Delhi – 110 001.

File No: 800-26/2016-AS.II

Dated: 01.08.2017

To

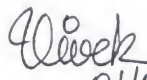
The CMD, BSNL

Subject: Implementation of orders of Hon'ble Supreme Court regarding 100% E-KYC based re-verification of existing mobile subscribers- regarding

This is in reference to this office letter of even number dated 23.03.2017 and 11.04.2017 on the above mentioned subject vide which instructions for 100% E-KYC based re-verification of existing mobile subscribers were issued. Further, instructions for re-verification of existing outstation subscribers have been issued vide letter no. 800-29/2010-VAS (Vol.I) dated 15.06.2017.

2. The progress of re-verification activity has been reviewed on the basis of weekly report being submitted by the Licensees. However, it has been observed that BSNL has not sent any weekly report till date. Therefore, it is presumed that re-verification exercise has not been started by BSNL even though 4 months have elapsed since the instructions for re-verification were issued for the first time.

3. It may be noted that non-commencement of re-verification exercise may amount to willful disobedience of the directions of Hon'ble Supreme Court. Accordingly, it is once again requested to take immediate necessary action in the matter so that the directions of Hon'ble Supreme Court are complied well within the stipulated time period.


(Vivek Srivastava)
01/08/2017
Director (AS-II)

Copy to: Sr. DDG (TERM), DoT HQ for kind information and necessary action please.

51/C

**Government of India
Ministry of Communications
Department of Telecommunications
(Access Services Cell)**

12th Floor, Sanchar Bhawan, 20 Ashoka Road, New Delhi – 110 001.

File No: 800-26/2016-AS.II

Dated: 01.08.2017

To

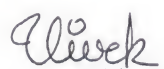
The CMD, MTNL

Subject: Implementation of orders of Hon'ble Supreme Court regarding 100% E-KYC based re-verification of existing mobile subscribers- regarding

This is in reference to this office letter of even number dated 23.03.2017 and 11.04.2017 on the above mentioned subject vide which instructions for 100% E-KYC based re-verification of existing mobile subscribers were issued. Further, instructions for re-verification of existing outstation subscribers have been issued vide letter no. 800-29/2010-VAS (Vol.I) dated 15.06.2017.

2. The progress of re-verification activity has been reviewed on the basis of weekly report being submitted by the Licensees. However, it has been observed that MTNL has not sent any weekly report till date. Therefore, it is presumed that re-verification exercise has not been started by MTNL even though 4 months have elapsed since the instructions for re-verification were issued for the first time.

3. It may be noted that non-commencement of re-verification exercise may amount to willful disobedience of the directions of Hon'ble Supreme Court. Accordingly, it is once again requested to take immediate necessary action in the matter so that the directions of Hon'ble Supreme Court are complied well within the stipulated time period.


01/08/2017
(Vivek Srivastava)
Director (AS-II)

Copy to: Sr. DDG (TERM), DoT HQ for kind information and necessary action please.

50/c

Government of India
Ministry of Communications
Department of Telecommunications
(Access Services Cell)

12th Floor, Sanchar Bhawan, 20 Ashoka Road, New Delhi – 110 001.

File No: 800-26/2016-AS.II

Dated: 01.08.2017

To

M/s Sistema Shyam TeleServices Ltd.
334, Udhog Vihar Phase-IV,
Gurgaon-122001

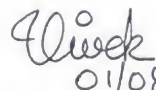
{Kind Attention: Ms. Neera Sharma, Chief Legal & Regulatory Officer}

Subject: Implementation of orders of Hon'ble Supreme Court regarding 100% E-KYC based re-verification of existing mobile subscribers- regarding

This is in reference to this office letter of even number dated 23.03.2017 and 11.04.2017 on the above mentioned subject vide which instructions for 100% E-KYC based re-verification of existing mobile subscribers were issued. Further, instructions for re-verification of existing outstation subscribers have been issued vide letter no. 800-29/2010-VAS (Vol.I) dated 15.06.2017.

2. The progress of re-verification activity has been reviewed on the basis of weekly report being submitted by the Licensees. However, it has been observed that SSTL has not sent any weekly report till date. Therefore, it is presumed that re-verification exercise has not been started by SSTL even though 4 months have elapsed since the instructions for re-verification were issued for the first time.

3. It may be noted that non-commencement of re-verification exercise may amount to willful disobedience of the directions of Hon'ble Supreme Court. Accordingly, it is once again requested to take immediate necessary action in the matter so that the directions of Hon'ble Supreme Court are complied well within the stipulated time period.


01/08/2017
(Vivek Srivastava)
Director (AS-II)

Copy to: Sr. DDG (TERM), DoT HQ for kind information and necessary action please.

Government of India
Ministry of Communications
Department of Telecommunications
(Access Services Cell)

12th Floor, Sanchar Bhawan, 20 Ashoka Road, New Delhi – 110 001.

File No: 800-26/2016-AS.II

Dated: .07.2017

To

1. M/s BSNL
2. M/s MTNL
3. M/s SSTL

{Separate letters will be issued to each Licensee}

Subject: Implementation of orders of Hon'ble Supreme Court regarding 100% E-KYC based re-verification of existing mobile subscribers- regarding

This is in reference to this office letter of even number dated 23.03.2017 and 11.04.2017 on the above mentioned subject vide which instructions for 100% E-KYC based re-verification of existing mobile subscribers were issued. Further, instructions for re-verification of existing outstation subscribers have been issued vide letter no. 800-29/2010-VAS (Vol.I) dated 15.06.2017.

2. The progress of re-verification activity has been reviewed on the basis of weekly report being submitted by the Licensees. However, it has been observed that BSNL/MTNL/SSTL has not sent any weekly report till date. Therefore, it is presumed that re-verification exercise have not started by BSNL/MTNL/SSTL even though 4 months have elapsed since the instructions for re-verification were issued for the first time.

3. It may be noted that non-commencement of re-verification exercise may amount to willful disobedience of the directions of Hon'ble Supreme Court.

4. Accordingly, it is once again requested to take immediate necessary action in the matter so that the directions of Hon'ble Supreme Court are complied well within the stipulated time period.

(Vivek Srivastava)
Director (AS-II)

Copy to:

Sr. DDO (TERM), DOT, New Delhi.

Government of India
Ministry of Communications
Department of Telecommunications
(Access Services Cell)

12th Floor, Sanchar Bhawan, 20 Ashoka Road, New Delhi – 110 001.

File No: 800-26/2016.AS.II

Dated: 06.07.2017

To

The CMD, MTNL
New Delhi

Subject: Implementation of orders of Hon'ble Supreme Court regarding 100% e-KYC based re-verification of existing subscribers-reference received from MTNL-reg

This is in reference to MTNL letter no. MTNL/IT-CO/Aadhaar based booking//2016-17 dated 19.04.2017 received in DoT on 19.06.2017 on the above mentioned subject vide which MTNL has raised some queries and suggestions in the re-verification process issued by DoT vide letter of even number dated 23.03.2017. The response of DoT on the queries/suggestions is mentioned as below:

S. No.	MTNL query/suggestion	Response of DoT
I.	Kindly refer point no. 6 and 10 of Record of discussion vide your office memorandum no. 880-26/2016-AS.II dated 17.02.017 wherein JS PMO suggests OTP based seeding and verification of mobile subscribers quoting example of RBI. Kind attention is drawn to the fact that now a day's activities like acknowledgement of Income Tax return, opening of NPS account, investing in Mutual Funds all can be done with Aadhar based verification through OTP. It is therefore requested to kindly issue guidelines for OTP based self verification on Aadhar registered mobile number of existing as well as new subscribers, which could significantly reduce public inconvenience and rush at Point of Sales.	<p>Hon'ble Supreme Court, vide its order dated 06.02.2017, mandates re-verification of existing subscriber through Aadhaar based E-KYC process. OTP based re-verification will not fulfill the directions given by Hon'ble Supreme Court since:</p> <p>i. "OTP based re-verification" process is applicable to only those subscribers who have registered their mobile number with UIDAI. There is no biometric authentication of subscriber which provides only seeding of Aadhaar number with mobile phone database. This process verifies the credentials of subscribers only. However, the photograph of subscriber as captured in UIDAI will not be populated in Licensee database as these are captured subsequent to biometric authentication. Hence, re-verification process will not be completed.</p> <p>ii. Further, the OTP based process can be accessed by anyone holding SIM card of mobile number registered with UIDAI and Aadhaar details of existing subscribers.</p> <p>iii. As only one mobile number is registered with UIDAI, it is not possible to re-verify those subscribers who are having more than one mobile connection/data card/dongle of</p>

		<p>same/different Telecom Service Provider(s).</p> <p>Therefore, only Aadhaar based E-KYC process which includes biometric authentication of subscribers is fool proof method of re-verification.</p>
2.	<p>In case of post paid mobile subscribers, the billing address of the subscriber could be different from the Aadhaar address or the actual address of the subscriber could be different from Aadhar address. It is requested to issue necessary guidelines for such cases in respect of documents required for verification/submission of billing address or actual address of subscriber.</p>	<p>This issue is related to billing mechanism and not related to re-verification process. No change in guidelines/instructions of re-verification process is required. Such issue may be dealt by MTNL at their end.</p>
3.	<p>At point 6 of your office letter no. 800-26/2016-AS.II dated 23.03.2017 it has been instruction that "... the Licensee shall seek confirmation from subscriber about the re-verification of his/her mobile number after 24 Hours through SMS. If the subscriber does not respond within 3 daylight hours to SMS, the Licensee shall treat re-verification as positive and overwrite the subscriber database by E-KYC process data..."</p> <p>In this regard, attention is drawn that subscriber re-verification process is being initiated only after sending verification code by SMS to subscriber and checking subscriber authenticity with verification code sent from system.</p> <p>In view of this, MTNL suggests that there is no need to send the SMS to subscriber after 24 hours and assuming confirmation of his/her consent if no response is received. MTNL suggest that one SMS can be generated and send immediately on completion of e-KYC verification (instead of waiting for 24 hours) as an acknowledgment towards completion of e-KYC process.</p>	<p>The requirement of seeking consent from the subscriber post E-KYC process after 24 Hours is envisaged as an additional check for taking the informed consent from the subscriber before updating the database of Licensee. This check also ensures that the subscriber has an option to cancel the re-verification process. if, in case some other unauthorised person has carried out the re-verification process of his/her mobile connection.</p> <p>Therefore, the suggestions of MTNL on this issue cannot be agreed to.</p>


(Prashant Verma)

ADG (AS-II)

Tele No.: 011-23354042

Copy to: DGM (Tech & Plg), MTNL, New Delhi.

Government of India
Ministry of Communications
Department of Telecommunications
(Access Services Cell)

12th Floor, Sanchar Bhawan, 20 Ashoka Road, New Delhi - 110 001.

File No: 800-26/2016.AS.II

Dated: 04.07.2017

To

The Apex Advisory Council for Telecom
14, Bhai Veer Singh Marg,
New Delhi-01

Subject: Re-verification through Aadhaar based e-KYC to be allowed through All outlets in J&K, North East and Assam-reg.

This is in reference to ACT letter no. ACT/2017/018 dated 06.06.2017 on the above mentioned subject requesting DoT to allow TSPs to conduct the re-verification exercise through all outlets in J&K, Assam and North East LSAs in addition to the outlets which have TERM allocated code.

2. The request of ACT has been examined and the undersigned is directed to state that the Licensee(s) of J&K, Assam and North East LSAs may conduct the re-verification exercise through all outlets/Point of Sale terminal registered with them.
3. For sale of new mobile connection, the existing guidelines/instructions shall remain the same.


(Prashant Verma) 04/07/17

ADG (AS-II)

Tele No.: 011-23354042

Copy to:

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1. Head of LSAs, J&K, Assam and NE Service Areas.
2. Sr. DDG, DGT HQs.

40/c

Government of India
Ministry of Communications
Department of Telecommunications
(Access Services Cell)

12th Floor, Sanchar Bhawan, 20 Ashoka Road, New Delhi - 110 001.

File No: 800-26/2016.AS.II

Dated: 29.06.2017

To

The Apex Advisory Council for Telecom
14, Bhai Veer Singh Marg,
New Delhi-01

Subject: Re-verification through Aadhaar based e-KYC to be allowed through
All outlets in J&K, North East and Assam-reg.

This is in reference to ACT letter no. ACT/2017/018 dated 13.06.2017 on the above mentioned subject requesting DoT to allow TSPs to conduct the re-verification process through all outlets in J&K, Assam and North East LSAs in addition to outlets which have TERM allocated code.

2. Keeping in view the existing security safeguards applicable in these LSAs, the request of ACT has been examined and the undersigned is directed to state that re-verification process in J&K, Assam and North East LSAs shall be conducted only through outlets which have TERM allocated code.

(Prashant Verma)

ADG (AS-II)

Tele No.: 011-23354042

Copy to:

1. Head of LSAs, J&K, Assam and NE Service Areas.
2. Sr. DDG (TERM), DoT HQ for kind information please.

Sr. DDG (AS)

E/246122(1)/2017/CR/1/FC



Apex Advisory Council for Telecom in India

14 Bhai Veer Singh Marg, New Delhi-110001; Tel:+911123349275; Fax: +911123349276/77; E-mail: act@coai.in

ACT/2017/018
June 06, 2017

Shri P.K. Mittal
Sr. DDG – AS
Department of Telecommunications
Sanchar Bhawan,
20, Ashoka Road
New Delhi

Dr. P.K. Mittal
Pl. Reply &
Clarify



Act (AS-II)
n/c
Oliveh
13/06/17

Subject: Re-verification through Aadhaar Based e-KYC to be Allowed through All Outlets in J&K, NE & Assam

Dear Sir,

1. The Aadhaar based biometric re-verification process has been initiated and the Industry is working earnestly on making the experience smooth and hassle free for the customers. It is well established that re-verification exercise is primarily to attach Aadhaar identifier with bio-metric authentication to the existing subscriber base and is totally independent of new customer acquisition or selling of a new SIM/connection.
2. We wish to bring to your kind notice that TERM cells of Assam, North East and J&K are mandating the TSPs to conduct the re-verification only through outlets which have TERM allocated code whereas no such requirement is given by DoT in instructions issued on March 23, 2017 regarding re-verification. They are referring to the existing DoT instructions dated October 20, 2010 and August 30, 2016 for Assam, North East and J&K, wherein the SIM selling can happen only through outlets which have TERM allocated code (SSO), which is provided post Police verification.
3. In this regard, we wish to impress upon the points that –
 - a. Re-verification is not Selling of SIM for new customer acquisition
 - b. The POS personnel is first authenticated thru Aadhaar based biometric authentication process and then only the re-verification process is done thus ensure complete traceability of the retailer.
4. We, therefore, see no reason to have this artificial restriction for existing subscriber base re-verification, especially when the customer acquisition outlets are limited in number

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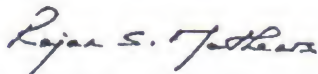


and not as geographically wide-spread as compared to outlets which provide re-charge facility to our pre-dominantly pre-paid market. In addition, some states in these LSAs have poor Aadhaar penetration thereby the availability and placement of re-verification outlets cannot be efficiently made i.e. there would be re-verification outlets at places where no person has Aadhaar and vice-versa.

5. If the TERM cells mandate is accepted, it will limit the reach of existing subscriber base to re-verification centers, thereby causing un-warranted hardship and inconvenience to existing mobile users. Most of the existing customers visit the nearest outlets for their recharge needs, which need not have TERM code.
6. The industry would like to make available bio-metric devices at as many outlets as possible to comply the DoT's instructions of re-verification and overcoming geographical challenges, a problem more acute in the states under these three LSAs.
7. In view of the above, we request urgent intervention from DoT HQ so that the re-verification process should not be linked with the process for new customer acquisitions and must be allowed through all outlets in these LSAs as re-verification based on Aadhaar based e-KYC process also ensures complete traceability of the Retailer in addition to the subscriber.

We trust that our representation will merit your consideration and suitable clarifications be issued to the TERM Cells at the earliest.

Regards,



RAJAN S. MATHEWS
DIRECTOR GENERAL – COAI



ASHOK SUD
SECRETARY GENERAL – AUSPI

CC : Shri G.K. Upadhyay, Member – T, DoT
: Shri Shivendra Bhatnagar, Sr. DDG (TERM), DoT

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